

LICENSING CONNECT

Community Care Facilities Licensing | Residential Care

May 2025



Message from the Regional Manager

I hope this message finds you well. As we continue to work in partnership for safe and supportive care in our residential care facilities, I am excited to share some topic specific resources included in this newsletter designed to support our commitment to health, safety and dignity for persons in care.

Within this newsletter you will find information related to the development of Health and Safety plans as well as Corrective Action plans and when either of these types of plans are most applicable and appropriate to a situation. These plans are essential for maintaining the required legislative standards and ensuring a safe environment for everyone living at our care facilities. I am hoping that these guidance resources will be helpful to you for operations of your site.

Additionally, our Island Health Public Health Dietitians partnered with Licensing this month and submitted an amazing article on 'Promoting A Healthy Relationship With Food.' There are some great tips and approaches to consider when working with those in our care.

We hope that these resources will be invaluable in growing your knowledge overall, and assist with Licensing processes while continuing to maintain the important work of caring for individuals daily.

Thank you to all the licensed care operators for your commitment and compassion, your work is essential and the Licensing program is grateful for the positive impact you have on the lives of those your serve. Together, we can continue to make a positive impact on the lives of our residents.

Thank you for your dedication and hard work!

Warm Regards,

Michelle Dennis, BSW, MA Ed. | Regional Manager



INSIDE

Information
Sessions

Corrective
Action Plans

Promoting
A Healthy
Relationship
with Food

Crossword

Incident
Reporting

LO Corner

Contact Us





INFORMATION SESSIONS | 2025

NEW & PENDING MANAGERS

Community Care Facilities Licensing offers free information sessions for individuals who are interested to learn about how to start up a residential care facility, or become a manager, or are new to managing a residential care facility on Vancouver Island.

Information sessions will be presented by a Residential Care Licensing Officer.

For more information or to register for an information session, please call the Community Care Facilities Licensing Program at 250-739-5800 and identify the information session date that you are interested in attending.

THURSDAYS
9:30am-12:00pm

March 27

May 22

July 24

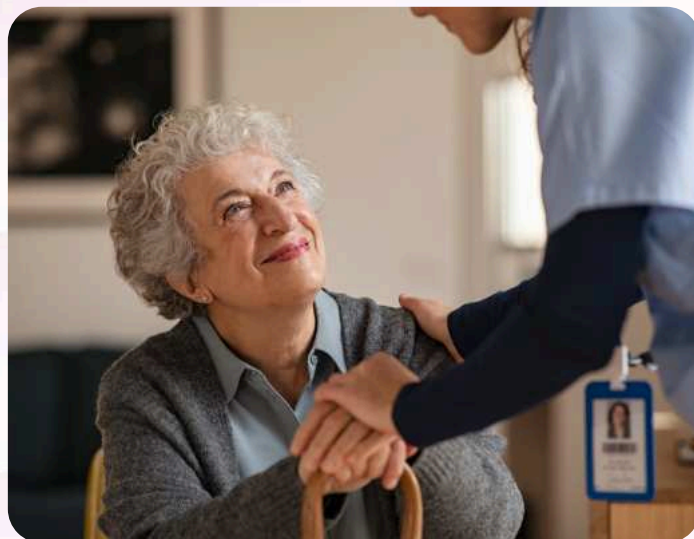
September 25

November 27

Reminder!

Sharing Information

Please ensure that all information that Licensing sends via email to Licensees, such as Long Term Care updates, legislative changes, newsletters and more, are forwarded to all individuals in the organization that require the information in order to operate the facility in a manner that promotes the health, safety and dignity of persons in care.



Corrective Action Plans

After the Conclusion of an Investigation

By Lisa Grant, Lead of Investigations

The Community Care Facilities Licensing program receives complaints from multiple sources, they may come directly from the facility or from a public source. When a complaint is received, Licensing is mandated to investigate.

During an investigation, Licensing may request a Health and Safety Plan to ensure the health and safety of persons in care during the investigation process. At the conclusion of the investigation, Licensing provides the investigation findings to the Licensee/Licensee Contact, and if there is legislation that has been found non-compliant, Licensing will request a Corrective Action Plan to address the contraventions.

What is a Corrective Action Plan?

A Corrective Action Plan is a mutually agreed upon action(s) with the Licensee/Licensee Contact to address any contraventions to the legislation following an investigation.



What does a Corrective Action Plan need to include?

A Corrective Action Plan must include specific information to demonstrate steps taken by the Licensee to mitigate the concern that was cited during the investigation. Licensing will notify the Licensee/Licensee Contact if there is insufficient information in the Corrective Action Plan to address the contravention and may ask for additional information. Things to consider when developing a Corrective Action Plan:

- **Specific** - Address each contravention identified.
- **Measurable** - Is the outcome of the Corrective Action Plan's progress measurable?
- **Achievable** - Are the outcomes of the Corrective Action Plan realistic? Do they address the non compliance noted in the investigation?
- **Relevant** - the Corrective Action Plan should align with facility policy and the long term objectives of what the CAP is to achieve.
- **Timely** - Can the Corrective Action Plan be completed in a timely manner, are the time frames realistic?



Corrective Action Plans continued...

Is the Licensee/Licensee Contact responsible for monitoring the Corrective Action Plan?

It is the responsibility of the Licensee/Licensee Contact that the Corrective Action Plan is followed at all times. If the accepted Corrective Action Plan requires ongoing implementation, the Licensee/Licensee Contact is responsible for the ongoing monitoring. Licensing will monitor the Corrective Action Plan as well this may be done during Routine Inspections, Routine Follow Up Inspections or Complaint Inspections.

The Licensee/Licensee Contact may set a date for completion of the Corrective Action Plan, if this date cannot be met, the Licensee/Licensee Contact may connect with the Licensing Officer and submit revised dates for completion.



Do I need to provide evidence of completion? How is that completed?

Licensing will request evidence of completion for Corrective Action Plans. Evidence of completion may be submitted in an email or Licensing may come to the facility to ensure that the Corrective Action Plan as submitted to Licensing was completed. For example, if a Corrective Action Plan includes staff training on policies related to incident reporting, the Licensee may submit by email a sign-up sheet indicating staff attendance. If the Corrective Action Plan addresses turning down the temperature of the hot water, Licensing will attend the site for confirmation that the hot water was turned down.

What is the difference between a Health and Safety Plan and a Corrective Action Plan?

A Health and Safety Plan is requested to ensure the health and safety of all persons in care during an investigation. A Corrective Action Plan is requested as a result of substantiated contraventions that are provided at the conclusion of the investigation.

Does Licensing have a template for Corrective Action Plans to use?

As each Corrective Action Plan is specific to the facility and contravention, Licensing does not have a template for Licensee/Licensee Contacts to use for a Corrective Action Plan. Licensing has an Information sheet that can be useful when developing a Corrective Action Plan.



Please connect with your Licensing Officer if you have any questions related to the submission of corrective action plans.

Promoting A Healthy Relationship With Food

By: Island Health Public Health Dietitians



Eating well is one way to help feel your best – both physically and mentally!

Having a positive attitude towards food and eating, knowing your bodies hunger and fullness cues, planning meals & snacks, and making informed food choices are all healthy eating habits. Ways you can help build and maintain a healthy relationship with food:

- Aim for 3 meals and 2-3 snacks daily to provide a sense of food security.
- Offer a variety of foods.
- Avoid categorizing food as “good” or “bad”.
- Eat together often, there is many benefits to eating with others.
- Encourage mindful eating: try chewing slowly, enjoying the tastes, smells, and textures of food.
- Learn more here: [Be mindful of your eating habits - Canada's Food Guide](#) [CLICK HERE](#)
- Eat in moderation, listen to hunger and fullness cues.
 - Hungry = stomach growling & thinking about food.
 - Full = feeling content & not overstuffed.
- Avoid coaxing, bribing, or forcing anyone to eat.
- Meals are more than just food, they are also about connection, care, and love.
- Connect food with emotions, stories, culture, and the land.



We tend to choose more nutritious food options when we have a healthy relationship with food. Normal eating is flexible - it looks different for each person and can vary in response to hunger, schedule, the eating environment, or your emotions.

For more information, please see the following links:

- [Health, not weight \(embodybc.com\)](#)
- [Canada's Food Guide](#) [CLICK HERE](#)
- [Island Health | Public Health Nutrition](#)
- [HealthLink BC Dietitian Services](#) call (8-1-1) or email a Dietitian

CROSSWORD

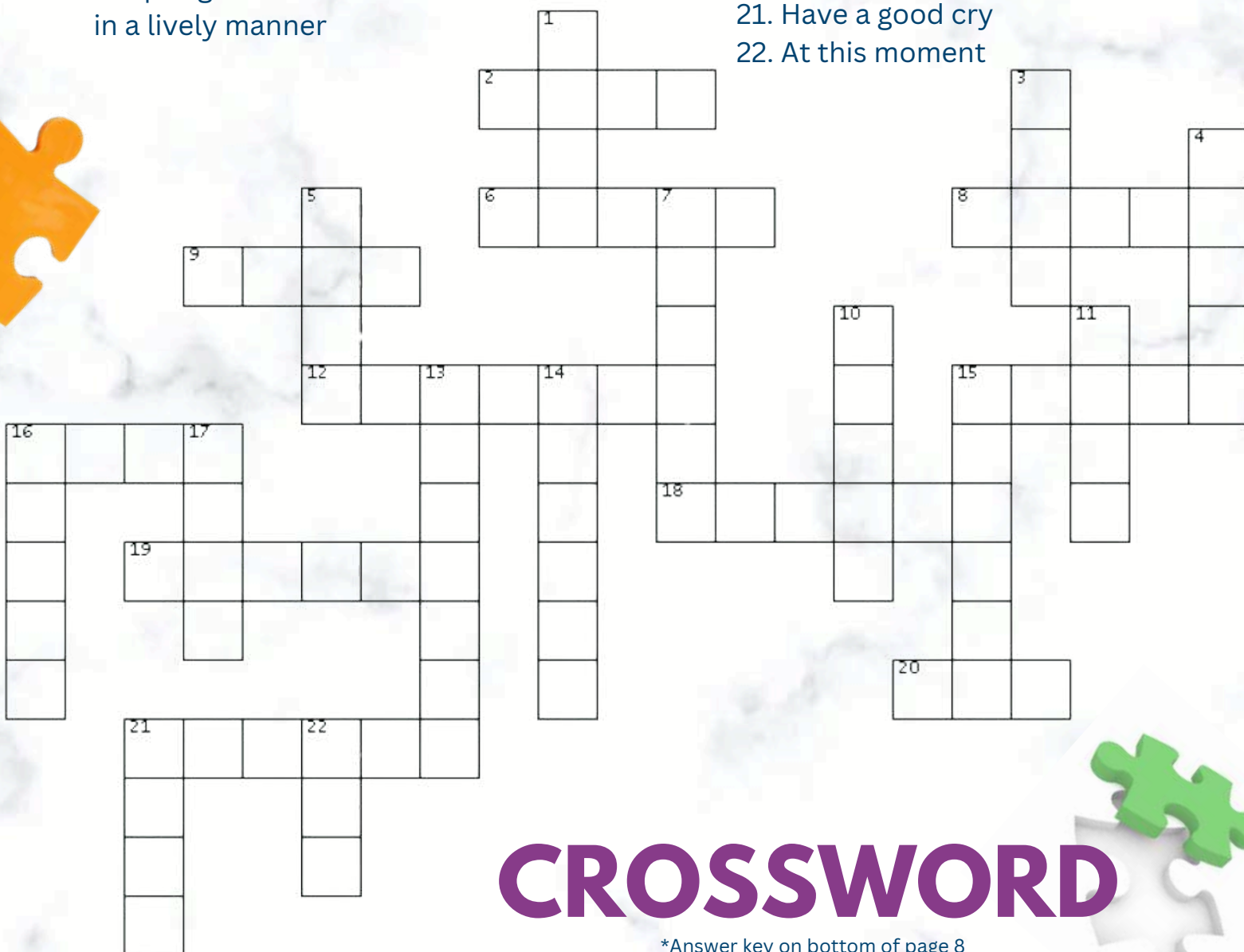
By Kelsey Drysdale, Administrative Support

ACROSS

2. Angry tirad
6. Not as many
8. Make fun of
9. Factual
12. One who hits the high note
15. Coffeehouse sweet
16. Urban pollution
18. Main dinner course
19. Typical
20. Part of a play
21. To spring back from a surface
in a lively manner

DOWN

1. Back of the neck
3. Went too fast
4. Tubular pasta
5. Something we share
7. Bonus song at a concert
10. Love to pieces
11. Deal with difficulties
13. Ransack
14. Did great on a test
15. Offering a great view
16. Brazilian dance
17. Radiant
21. Have a good cry
22. At this moment



CROSSWORD

*Answer key on bottom of page 8



INCIDENT REPORTING

Outside of Licensing Hours



A Licensee must notify the medical health officer immediately after a person in care is involved in, or may have been involved in a reportable incident described in Schedule D of the Residential Care Regulation 77(2)(c).

Notification can be completed by:

- Phoning your Licensing Officer directly and leaving a message;
- Phoning the general Licensing office and leaving a message;
- Faxing a partially completed incident report to your Licensing Officer; or
- Sending an email to your Licensing Officer.

Please note that if you are reporting an allegation of abuse or neglect and your Licensing Officer is not available, please press 0 to be directed to the Office Administrator who will redirect your call to another Licensing Officer.

May

**Sun Awareness
Month**

May 4-10

**Emergency
Preparedness Week**

May 31

World No Tobacco Day

June

**Brain Injury
Awareness Month**

June 4

Clean Air Day

June 15

**World Elder Abuse
Awareness Day**

July

**National Injury
Prevention Day**

July 20-26

**National Drowning
Prevention Week**

July 24

**International
Self-Care Day**

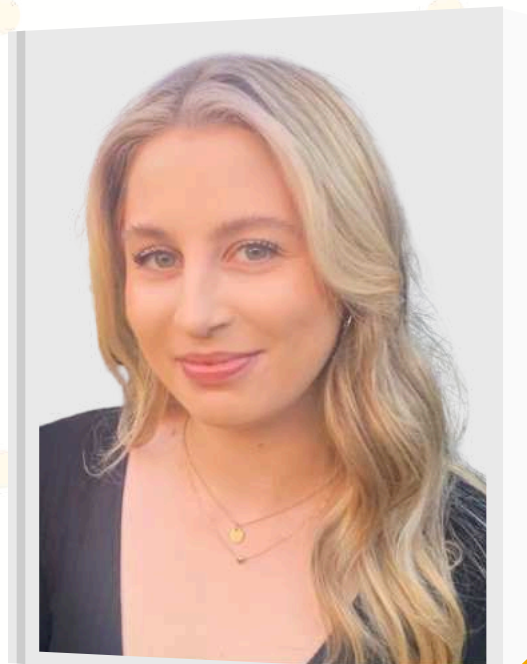


LO CORNER

What brought you to the world of licensing?

My interest in helping vulnerable populations first started when my Oma was diagnosed with Alzheimer's disease. From thereon out I started to raise awareness and advocate for individuals with Dementia, as well as other medical conditions. Once I completed my education, I began working at Island Health for the COVID-19 Case and Contact Management and Surveillance team and focused primarily on Long-Term Care and other healthcare facilities.

Becoming a Licensing Officer was the perfect transition from my prior experiences and has helped me work towards my goal of having a meaningful impact on the lives of people in our communities. I am grateful to work on such a well-rounded team and to be able to interact and make connections with individuals across the Island Health region.



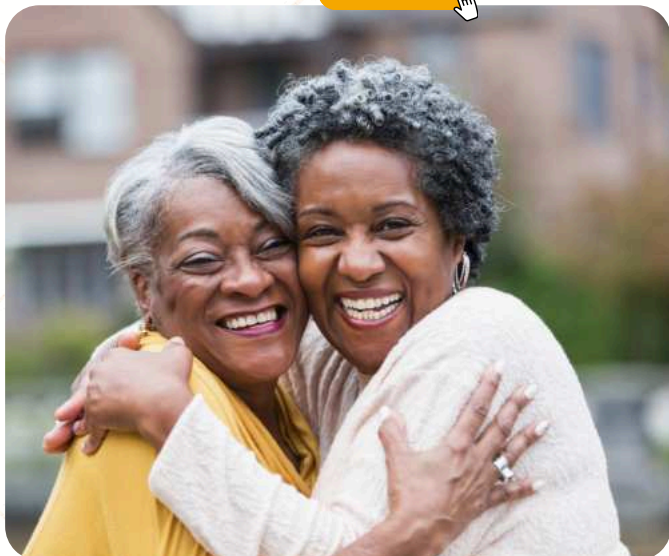
Jessa Broeren
Residential Care Licensing Officer

QUESTION & ANSWER

Question: What if a facility cannot meet an area of legislation?

Answer: The facility can apply for an exemption to the legislation where applicable. Not all sections of the Residential Care Regulation are exemptible. Please refer to the 'What Is An Exemption' Infosheet for further information.

[CLICK HERE](#)



Crossword Answers: Across: 2. Rant 6. Fewer 8. Tease 9. True 12. Soprano 15. Scone 16. Smog 18. Entree 19. Normal 20. Act 21. Bounce | Down: 1. Nape. 3. Sped. 4. Penne. 5. Ours 7. Encore 10. Adore 11. Cope 13. Pillage 14. Acredit 15. Scenic 16. Samba 17. Glow 21. Bawl 22. Now



CONTACT US
Community Care Facilities Licensing

[CLICK HERE](#)

Victoria: 250.519.3401

Nanaimo: 250.739.5800

Courtenay: 250.331.8620

Campbell River: 250.850.2110