

# LICENSING CONNECT

Community Care Facilities Licensing | Residential Care

Spring 2026




## Message from the Regional Supervisor

Hello from Licensing!

As Spring arrives to the Island Health region, I want to thank all Licensees, Managers, and staff for your dedication to providing safe, high-quality care. Your commitment makes a real difference and the Licensing Program appreciates the collaboration that helps us meet our shared goals.

I'd like to move into the spring season by sharing a brief overview of how administrative law guides our work. It is the framework that ensures decisions are lawful, fair, and transparent. In practice, the Licensing Program grounds actions in legislation - the *Community Care and Assisted Living Act* and the Residential Care Licensing Regulation. Licensing makes decisions under proper delegation and provides clear reasons for these decisions. Licensing follows procedural fairness by offering Licensees an opportunity to be heard, consider relevant information, and explain outcomes in plain language, so Licensees know what to expect and why.

- For those interested in learning more about Community Care Facilities Licensing in British Columbia, please see [A Guide to Community Care Facility Licensing in BC.](#) 

Here's to a partnership and excellence in care!

Joel Verbruggen, MPH, BSc. | Regional Supervisor

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# INFORMATION SESSIONS | 2026

## NEW & PENDING LICENSEE-MANAGERS

Community Care Facilities Licensing offers free virtual Information Sessions for individuals who are interested to learn about how to licence a residential care facility, or become a Manager, or are new to managing a residential care facility in the Island Health region.

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 or 250.519.3401 and identify the information session date that you are interested in attending.

**THURSDAYS**  
**9:30am-12:00pm**

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**May 21**  
**July 23**  
**September 24**  
**November 26**

**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.





# Incident Reporting Portal

The Incident Reporting Portal officially launched in Fall 2025, Licensees were invited to participate in Information Sessions to learn more about the Incident Reporting Portal and sent a letter in the mail with their facility’s unique Personal Identification Number (PIN) to be able to create an account and submit incident reports online.

Thank you to the sites that participated in our testing phase. Licensees must ensure the following steps are completed to successfully submit incident reports using the online Incident Reporting Portal.

- 1

## Obtain Your Facility PIN
- 2

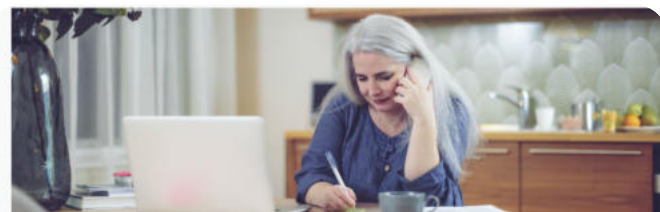
## Create An Incident Portal Account
- 3

## Submit Incident Reports Online

For questions or inquiries or if you haven’t received your facility’s PIN, please reach out to your Licensing Officer or email [Licensing@islandhealth.ca](mailto:Licensing@islandhealth.ca).

Please visit the Community Care Facilities Licensing website on the [Incident Reporting](#) page for additional resources to support Licensees.

The Community Care Facilities Licensing Program would like to thank all Licensees for their continued patience during the development and implementation of the Incident Reporting Portal.



### The Incident Reporting Portal

[Community Care Facilities Licensing](#) is excited to announce the official launch of the Incident Reporting Portal for Licensees!

Licensees are now able to submit incident reports online.

### Steps to Register and Submit Incident Reports

Licensees must ensure the following steps are completed to successfully submit Incident Reports using the Online Reporting Portal:

1. **Obtain your facility Personal Identification Number**
  - Licensees will receive a letter in the mail with your facility’s unique **Personal Identification Number (PIN)** and instructions on how to register your facility to submit incident reports using the online portal.
2. **Register/Create an Incident Reporting Portal Account**



# Incident Reporting Frequently Asked Questions

**Under Schedule D of the Residential Regulation,** Licensees are legally required to report a reportable incident to the parent or representative, or contact person, the medical practitioner or nurse practitioner for the care of persons in care, the funding program if required, and the Medical Health Officer.

Examples of a reportable incident include:

- Aggressive or unusual behaviour by a person in care towards another person in care which has not been appropriately assessed in a care plan.
- Emergency restraint means any use of a restraint that is necessary to protect the person in care or others from imminent serious physical harm and is not agreed to under section 74 [when restraints may be used].
- A fall where the person in care requires emergency care by a medical or nurse practitioner or a transfer to hospital.
- Medication Error is an error in the administration of a medication which adversely affects a person in care or requires emergency intervention or transfer to hospital.
- Unexpected Illness means any unexpected illness of such seriousness that it requires a person in care to receive emergency care by a practitioner or nurse practitioner or transfer to hospital



**By: Lisa Grant, Lead of Investigations**

**How soon after an incident do I need to report to Licensing? Can it wait a couple of days?**

Section 77(1) and (2) of the Residential Care Regulation states:

## **Reportable incidents**

77 (1) For the purposes of this section, a person in care is involved in a reportable incident if the person in care (a) is the subject of (i)a reportable incident, or (ii)in the case of reportable incidents of emotional, physical, financial or sexual abuse, or neglect, an alleged or suspected reportable incident, or (b) witnesses a reportable incident.

(2) Subject to subsection (3), if a person in care is involved in a reportable incident, **the licensee must immediately notify** (a) the parent or representative, or contact person, of the person in care, (b) the medical practitioner or nurse practitioner responsible for the care of the person in care, (c) a medical health officer, in the form and in the manner required by the medical health officer, and (d) the funding program, if any.

Please contact your Licensing Officer if you have any questions and if in doubt, err on the side of over reporting.

## **Maintaining a Log of Non-Reportable Incidents**

In all types of facilities, the Licensee must maintain a written log of:

Minor accidents and illnesses involving persons in care, that do not require medical attention and are not reportable incidents; and Unexpected events involving persons in care. Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility.

# Nourish to Flourish

By: Vanessa Giordano, RD | Licensing Dietitian

This year's theme of Nourish to Flourish reinforces an important message in a community care facility - nutrition is foundational to the health, dignity and overall quality of life of persons in care.

Section 44(1)(a)(b) of the Residential Care Regulation (RCR) states *that a licensee must ensure that employees responsible for the preparation and delivery of food (a) have the experience, competence and training necessary to ensure that food is safely prepared and handled and meets the nutrition needs of the persons in care, and (b) receive ongoing education respecting the preparation and delivery of food, nutrition and, if required, assisted eating techniques.*

Section 44(2)(a)(b)(c) of the Residential Care Regulations states; *A licensee who accommodates 50 or more persons in care in a community care facility must have, to supervise the preparation and delivery of food, a food services manager who is (a) a nutrition manager with membership in the Canadian Society of Nutrition Management, (b) a person who is eligible to be a member, other than a student member, of the Canadian Society of Nutrition Management, or (c) a dietitian.*

Nutrition needs often change with age. Health conditions, medications, appetite shifts, dental



challenges, swallowing problems or changing taste perception can make eating more difficult. Dietitians can support persons in care along with the entire care and culinary teams to ensure that every individual receives food that supports their health, preferences and independence.

Dietitians contribute by:

- Conducting individualized Nutrition Assessments.
- Developing and reviewing care plans that reflect medical needs, cultural preferences and personal food histories.
- Supporting safe swallowing practices and texture-modified diets.
- Promoting hydration, nutrient-rich meals and energy intake.
- Advocating for enjoyable mealtimes that foster social connection.





# Nourish to Flourish continued...

Nourish to Flourish emphasizes that nourishment is not only about nutrients – it is also about comfort, social connection, choice and respect for each person's lived experience. Mealtimes can be one of the most meaningful parts of a person in care's day, offering opportunities for familiarity, routine and community.

The theme of nutrition this year provides a moment for families to learn about how nutrition supports healthy ageing and allows for connection with the care team about their loved ones' needs. Sharing cultural food traditions or participating in mealtimes visits can help strengthen the partnership between families and care providers to enhance emotional well-being for the person in care.

By prioritizing nourishment in all its forms, residential care managers and staff can help persons in care truly flourish!



## Resources

- [Unlock Food: Recipes](#)

For more information, please contact Vanessa Giordano at 250.739.5800 x54754 .

## April

National Oral Health Month

Parkinson's Awareness Month

World Health Day  
April 7

**HEALTH**

## May

Speech and Hearing Month

Vision Health Month

National Nursing Week  
May 11 to 17



## June

National Indigenous History Month

Brain Injury Awareness Month

Clean Air Day  
June 3, 2026



# Word Search

T	E	V	A	L	U	A	T	E	U	A	M	E	W
D	M	E	V	A	R	B	O	A	V	B	E	E	I
E	I	G	O	A	L	I	A	S	N	D	R	E	N
T	A	T	B	A	E	T	T	E	G	R	A	T	C
E	L	H	J	E	A	C	H	I	E	V	E	P	O
R	C	T	E	V	Y	R	E	V	O	C	S	I	D
M	O	G	C	O	E	S	O	P	R	U	P	H	T
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I	C	S	U	E	L	B	A	N	I	A	T	T	A
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N	S	A	I	A	S	A	T	T	I	T	U	D	E

PLAN  
OBJECTIVE  
TARGET  
POSITIVE  
WIN  
FOCUS

DISCOVERY  
HOPE  
ATTITUDE  
IMPROVE  
STRENGTH  
EVALUATE

MEANING  
BRAVE  
GOAL  
RESULTS  
ATTAINABLE  
DETERMINATION

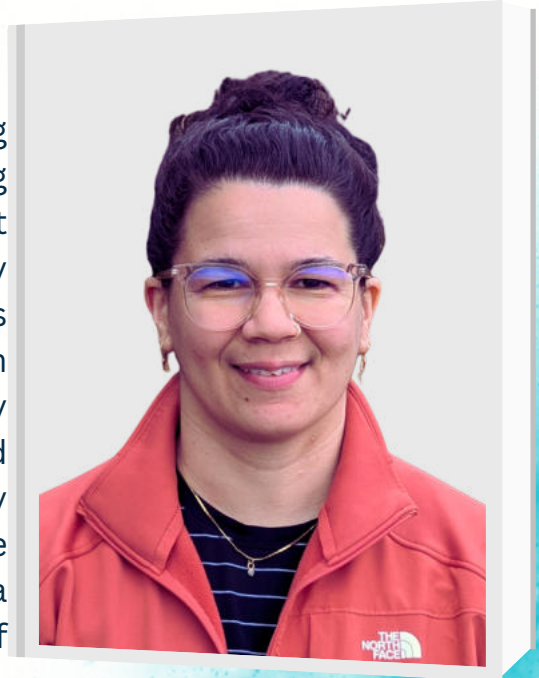
PURPOSE  
ACHIEVE  
PROCLAIM  
REACH

# 2026

# LO CORNER

## What are you looking forward to as a Licensing Dietitian?

As a Licensing Dietitian, I look forward to offering practical compassionate support and strengthening connections within the residential care community. What has always inspired me as a Dietitian is nutritionally supporting each person in care and ensuring mealtimes remain meaningful at every stage of life. Working within the Licensing team allows me to broaden that impact by providing education, promoting consistent standards and fostering environments where food, safety and dignity are prioritized. I hope to support our community, share resources and offer guidance while contributing to a culture where nutrition is valued as an essential part of quality care and well-being.



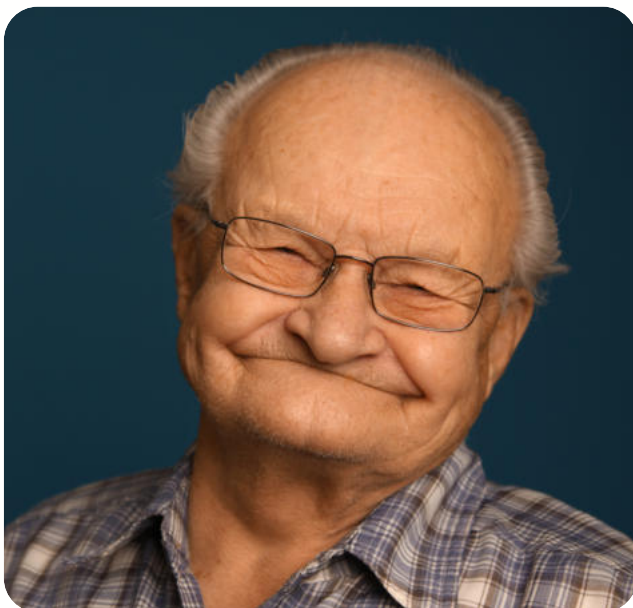
**Vanessa Giordano**  
Licensing Dietitian

## QUESTION & ANSWER

### What facility information may be accessed by the public?



Routine Inspection Reports and facility information can be found on the [Community Care Facilities Licensing page on the Island Health website](#). Additional information may be released related to a facility through requests made under the Freedom of Information and Protection of Privacy Act (FIOPPA). Personal and third party information may be severed out prior to the release of the information to the requestor.



island health



## CONTACT US

### Community Care Facilities Licensing

Victoria: 250.519.3401

Nanaimo: 250.739.5800

Courtenay: 250.331.8620

Campbell River: 250.850.2110