



## STEPS TO OBTAINING A COMMUNITY CARE FACILITY LICENCE RESIDENTIAL CARE

### COMMUNITY CARE FACILITIES LICENSING PROGRAM

1. Contact your local Licensing office to purchase an application package to operate a licensed community care facility.
2. Read the *Community Care and Assisted Living Act (CCALA)*, the Residential Care Regulation and the Director of Licensing Standards of Practice and become knowledgeable with the requirements for the type of licence you want to obtain.
3. Complete the “Application for a Community Care Facility Licence” form. This form must have all sections completed and be signed because it is a legal document. Check rental agreements if applicable.
4. Contact your local Municipal office and have the “Municipal Zoning Referral” form signed. In addition, obtain building permits/approvals, occupancy permits, or business licences that are required by the municipality.
5. If you are planning to provide care for more than six persons in care and are providing a meal service, are on septic and/or well water, a referral to Environmental Public Health will be made by Licensing to assess/approve this part of your application. Applicants/Proposed Licensees are encouraged to contact their local Licensing office and request to be put in contact with an Environmental Health Officer in your area.
6. For Applicants/Proposed Licensees in Nanaimo, Duncan, Cowichan, Victoria and the rest of the South Island region, once an application has been received including the completed “Fire Letter of Assurance” form, the Licensing office will contact the local municipal fire department to arrange for a fire inspection of the proposed facility. Any fee for inspection is the responsibility of the Applicant/Proposed Licensee.

In all other areas of the Health Authority (including Campbell River, Courtenay and Comox), Applicants/Proposed Licensees must:

- Complete the Fire Letter of Assurance form.
- Arrange for a fire inspection by directly contacting the local fire department.
- Provide the Fire Approval Form to the fire department.

#### EXCEPTION:

For Applicants/Proposed Licensees in **Port Alberni** applying to operate a residential care facility, the Port Alberni fire department will not complete the Fire Approval form and instead will provide a copy of their department’s Fire Inspection Report form to Applicants/Proposed Licensees.

Applicants/Proposed Licensees are to submit a copy of the Port Alberni fire department’s Fire Inspection Report form to their local Licensing office as part of the application.

The Applicant/Proposed Licensee should complete the Fire Letter of Assurance form for the proposed facility and submit to their local Licensing office as part of the application.

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**Victoria**  
201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: 250.519.3401  
Fax: 250.519.3402  
Website: [Community Care Facilities Licensing](#)

**Nanaimo**  
29 – 1925 Bowen Road  
Nanaimo, BC V9S 1H1  
Ph: 250.739.5800  
Fax: 250.740.2675

**Courtenay**  
355 – 11<sup>th</sup> Street  
Courtenay, BC V9N 1S4  
Ph: 250.331.8620  
Fax: 250.331.8596

**Campbell River**  
200 – 1100 Island Highway  
Campbell River, BC V9W 8C6  
Ph: 250.850.2110  
Fax: 250.850.2455

Applicants/Proposed Licensees must submit the completed Fire Letter of Assurance and the Fire Approval forms to the Licensing office as part of the application. Any fee for the fire inspection is the responsibility of the applicant.

For Applicants/Proposed Licensees In unincorporated areas, complete the Fire Letter of Assurance form and arrange for a private fire safety assessment.

7. If the Applicant/Proposed Licensee is not a Corporation and not the proposed Manager:
- Complete a “Consent to a Criminal Record Check” to obtain criminal record check results. Refer to bullet 9 for further instructions on how to complete.
  - Provide three character references for the Applicant/Proposed Licensee.
  - Complete a summary of “Summary of Qualifications and Work Experience” form or provide resume/work history [including licenses/certificates/diplomas] for the proposed Licensee.

The Licensing Program has the discretion to require the above information be submitted for Corporation Representatives. Additional information may be requested after a review of the application documentation.

8. For the Proposed Managers please provide:
- Copy of the criminal record check results for the proposed manager. Refer to bullet 9 for further instructions on how to complete.
  - Three character references for the Proposed Manager.
  - Statement of duties including hours and schedule [job description], age, qualifications, relevant work experience and suitability of the proposed manager [resume].

Choose (a) or (b) below (as applicable) for the Proposed Manager of the facility and the additional documentation to be completed and submitted to Licensing:

- a) If the Applicant/Proposed Licensee and the Proposed Manager are the same person (i.e. Owner/Operator), have the Proposed Manager:
- Fill out the application for Assessment of Manager
  - Copies of any diplomas, certificates or other evidence of the person’s training and skills
  - Immunization and TB [if applicable] status
  - If applicable [i.e. working alone] enroll in a First Aid Course that meets the requirements of Schedule C of the RCR and obtain First Aid and CRP Certification. Submit a copy of your certificate to Licensing.
- (b) If the Applicant/Proposed Licensee is hiring a manager, the Applicant/Proposed Licensee and the proposed manager must complete and submit to Licensing the following two forms:
- Licensee and Manager Declaration Letter, and
  - Licensee and Manager Delegation Letter.

9. Complete a “Consent to a Criminal Record Check” (refer to Criminal Record Check – Applicant- Required Information) as follows:

For Applicant/Proposed Licensee who is not a Corporation nor the Proposed Manager, an Applicant who is both the Proposed Licensee and Proposed Manager [Owner/Operator], and any residents of the home that are over 12 years of age [i.e. family style homes].

Applicant/Proposed Licensee must register to complete a Criminal Record Check as follows:

- Provide the following information to the Licensing Office:
  - First Name as Identified on Government Issued Identification
  - Surname as Identified on Government Issued Identification
  - Email Address
  - Job Title (i.e. Licensee/Owner/Resident/Tenant)
  - Facility Name
  - Contact Phone
- This information can be provided to Licensing by calling the local Licensing Office:
  - Nanaimo: 250.739.5800
  - Courtenay: 250.331.8620
  - Victoria: 250.519.3401

Upon receipt of the above details, Applicants/Proposed Licensees will receive an email with a link to complete the Criminal Record Check request online via the Criminal Record Review Program (CRRP) Online Platform.

- **NOTE:** Check Spam/Junk email folders for the Criminal Record Review Program related email with the link to complete the Criminal Record Check Application.
  - This email link will expire within 14 days.
  - If the email is not received, please contact the local Licensing Office to send an email with a new link to complete the Criminal Record Check Application.

The Applicant/Proposed Licensee is responsible to provide payment to the Criminal Record Review Program (CRRP).

- Applicant/Proposed Licensee must have a credit history of at least six months, have resided in Canada for two or more years, have a Canadian address, internet access, a BCeID (used for Identification verification) and credit card for payment, or
  - For Applicant/Proposed Licensee **without** a valid BCeID, Licensing will contact Applicant/Proposed Licensee to:
    - Attend the local office to verify Applicant/Proposed Licensee's Identification or;
    - Will organize a MS Teams online meeting to verify Applicant/Proposed Licensee's Identification.

For Applicant/Proposed Licensee who is hiring a Manager, the Applicant/Proposed Licensee must:

- Apply to the Criminal Record Review Program for their own Organizational ID in order to process Criminal Record Check Applications for all employees.
  - <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/organizations/account>
- Retain the Criminal Record Check Results for the employee.
- Submit a copy of the Criminal Record Check result for the Proposed Manager to Licensing during the application process.

10. For all Applicant/Proposed Licensees, prepare the following documents which must be submitted as part of the application package:

- a) A copy of the site plan, drawn to scale, of the proposed community care facility, showing all of the following:
- The proposed location of the community care facility, including the property boundaries;
  - The location and dimensions of the outdoor recreation area; and
  - The elevation and grade relationships of any building or other structure on the site and the sound levels of the proposed site, if considered necessary by the Medical Health Officer.
- b) A copy of the floor plan of the proposed community care facility, drawn to scale, showing all of the following:
- For each room, the room's purpose, its inside dimensions and the location and size of any fixed equipment;
  - The width of each hallway and stair;
  - The location and size of windows and the height of windowsills from the floor;
  - The location of toilets, wash basins, containers for soiled clothes and, if applicable, diaper changing surfaces;
  - The location all exits;
  - The location of all security devices installed for the purposes of monitoring or controlling the movements of persons in care including: door and window alarms, video surveillance, and alarm control points in relation to electronic monitoring devices worn or carried by persons in care; and
  - The location of any accommodation and washrooms reserved for employees, including the location of any accommodation and washrooms reserved for family.
- c) A statement of the projected monthly revenue and expenditures, including the estimated cost of employee salaries and benefits, food, utilities, taxes, insurance, maintenance, mortgage principal and interest payments, supplies and programs.
- d) If intending to provide Long Term Care, proof of liability insurance, as required under Section 10 of the Residential Care Regulation.
- e) If intending to provide Child and Youth Residential Care, please complete and submit the Child and Youth Residential Service Types form and apply for an Exemption to not have the facility address posted on Licensing's public website.
- f) An employee plan that includes all of the following:
- The proposed number of employees, their qualifications and expected duties; and
  - A supervision and staffing plan, including while persons in care attending or being transported to and from activities located outside the community care facility.
- g) A copy of the purchase agreement or lease for the community care facility, or if the facility is not yet built, for the property on which the facility be situated.
- h) A detailed description of type of care to be offered (including relevant details on persons who will be in care such as any mobility issues they may have, their level of cognition, etc.).
- i) If the Applicant is a Society, a list of the Directors and a copy of the constitution and bylaws of the Society.
- j) If the Applicant is a Corporation, a list of the Directors and Officers of the Corporation. Include a statement that the Corporation has a Director who permanently resides in British Columbia or a

prescribed province who agrees to be available by telephone or other communication medium to respond to inquiries from Licensing within 24 hours of a request.

k) If the Applicant is a Partnership, provide all supporting documentation.

11. Using the Residential Care Regulation and the “Residential Care Inspection Checklist”, prepare the facility for a health and safety inspection by a Licensing Officer. Ensure required policies are created and ready for:
  - Written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care.
  - Written policies regarding obtaining consent in accordance with Part 3 of the *Health Care (Consent) and Care Facility (Admission) Act* before admitting an adult to the community care facility.
    - This does not apply to Community Living or Child and Youth Residential Care.
  - Written policies respecting any engagement in restricted activities on the premises other than medical cannabis.
  - Written policies respecting the possession and disposal by anyone of tobacco, e-cigarettes and cannabis, other than medical cannabis on the premises.
  - LTC – Falls prevention – including an assessment of the nature of the risks that may result in persons in care falling, a plan for preventing falls and a plan for responding to a fall by a person in care.
  - Orientation of new managers and employees including orientation respecting the policies and procedures and the Act and Regulations.
  - Continuing education of managers and employees.
  - Complaint and dispute resolution process.
  - Access to persons in care by persons who are not employees of the facility.
  - Emergency plan to prepare for, mitigate, respond to and recover from any emergency including:
    - A plan that sets out how persons in care will continue to be cared for in the event of an emergency.
  - Release of children, youth and vulnerable adults from the facility including if an authorized person does not appear capable of providing safe care and if a person not authorized requests the release of a person in care.
  - Monitoring of nutrition of persons in care.
  - Monitoring of medication of persons in care.
  - Responding to reportable incidents.
  - Responding to unapproved absences of persons in care [missing/wandering].
  - Appropriate record keeping.
  - Use of restraints in an emergency.
  - The appropriate manner and schedule of record keeping.
  - Additionally, a Licensee must keep a copy of each policy and procedure of the Medical Safety and Advisory Committee.
12. Using the “Residential Care Applicant’s Supporting Documentation Checklist”, ensure that you have all documentation required to submit with your application. Please keep copies of all documentation submitted to the Licensing office.
13. Submit your application and documentation to your local Licensing office. Once an application form has been submitted to Licensing, Applicants/Proposed Licensees may submit required documentation within a timely manner to complete the application process.
14. If you have issues regarding completing any of these steps, please contact your local Licensing office. Once the Licensing Officer has received your completed application form and supporting documentation, a file will be created for your facility. A Licensing Officer may contact you by telephone to arrange an “Assessment for Suitability” interview (if required) and an Initial Inspection of the facility.

