

# STEPS TO OBTAINING A COMMUNITY CARE FACILITY LICENSE



## COMMUNITY CARE FACILITIES LICENSING PROGRAM

1. Read the *Community Care and Assisted Living Act* and the Residential Care Regulation.
2. Complete the "Application for a Community Care Facility Licence" form and the "Building Property Information" form. These forms must have all sections completed and be signed, as they are legal documents.
3. Contact your local Municipal Office regarding any zoning approval, building permits, occupancy permits or business licences that may be required. Have the "Municipal Zoning Approval Form" (copy enclosed) signed and stamped by your local Municipal Zoning Department.
4. **For applicants in Nanaimo, Victoria, and the rest of the South Island Region**, once an application has been received, the Vancouver Island Health Authority Licensing Office will contact the local municipal fire departments to arrange for a fire inspection of the proposed facility.

**In all other areas of the Health Authority**, applicants are requested to take the "Fire Approval" form (copy enclosed) to their local fire department and arrange for its completion.

**Applicants who live in areas where there is no fire department (unincorporated areas)** should contact their local Licensing Office regarding the process required to arrange for a Fire Safety Assessment of your facility by a private assessor. Some assessors may charge a fee for this service.

5. **For the proposed Manager** – Follow either Step I or II below (as applicable) for the proposed Manager of the facility and the documentation to be completed and submitted to Licensing:
  - I. **If the Applicant/Licensee is hiring a Manager**, the Applicant/Licensee and the proposed Manager complete and submit to Licensing (using the forms provided in the package) a:
    - a) Licensee and Manager Declaration Letter, and
    - b) Licensee and Manager Delegation Letter.
  - II. **If the Applicant/Licensee and the proposed Manager are the same person (e.g. Owner/Operator)**, have the proposed Manager:
    - a) Complete and submit the "Application for Assessment of Manager – Residential Care Facilities" form (copy enclosed).
    - b) Obtain tuberculin screening results and submit a copy of the results.
    - c) Request two written references from former employers and one written character reference using the forms provided in a plastic sleeve located in the Licensing Package. Please have the persons providing a reference return the form directly to the Licensing Office in the self-addressed envelope provided.  
**NOTE: Prior to distributing the forms to those persons, who will be providing you with references, please complete the Facility Name area on the form so that documentation returned to the Licensing Office can be appropriately filed with the application.**
    - d) Provide a resume, which includes a record of the person's work history and submit copies of any applicable licences, diplomas or certificates for the Manager.
    - e) Enroll in a First Aid course, which meets the requirements set out in Schedule C of the Residential Care Regulations, and obtain First Aid Certification, if there is the potential for the Manager to be only staff on duty. Submit a copy of your certificate. For information on First Aid courses, refer to Schedule C of the Residential Care Regulations (copy enclosed).
    - f) **For Facilities where there are one or more persons in care under the age of 19, including Adult Residential Care Facilities who occasionally care for persons under the age of 19 by exemption:** Complete a "Consent to a Criminal Record Check" as follows:
      - If the Applicant/Licensee is hiring a Manager use Schedule E forms for all employees. Original consents and results are to be retained by the Applicant/Licensee.
      - If the Licensee and the Manager are the same person (e.g. Owner/Operator) use a Schedule D forms for the Manager and all residents age 12 years and up. Original consents and results are to be submitted to Licensing with the items listed in point # 6 below.

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### South

201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: 250-475-2235  
Fax: 250-475-5130

### Central

#29 - 1925 Bowen Road  
Nanaimo, BC V9S 1H1  
Ph: 250-739-5800  
Fax: 250-751-1118

### North

#200 - 1100 Island Highway  
Campbell River, BC V9W 8C6  
Ph: 250-850-2110  
Fax: 250-286-3486

- All information and copies of forms related to the 'Criminal Record Check' process are located in a plastic sleeve in the Licensing Package. Refer to the "Criminal Records Check" **Infosheet** (enclosed) for more information.
6. For All Residential applicants: 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:
      - (i) The proposed location of the community care facility, including the property boundaries;
      - (ii) The location and dimensions of the outdoor recreation area; and
      - (iii) 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:
      - (i) For each room, the room's purpose, its inside dimensions and the location and size of any fixed equipment;
      - (ii) The width of each hallway and stair;
      - (iii) The location and size of windows and the height of windowsills from the floor;
      - (iv) The location of toilets, wash basins, containers for soiled clothes and, if applicable, diaper changing surfaces;
      - (v) The location of all exits;
      - (vi) 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
      - (vii) 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 projected monthly revenues and expenditures, including the estimated cost of employee salaries and benefits, food, utilities, taxes, insurance, maintenance, mortgage principal and interest payments, supplies and programs, (sample form enclosed).
    - (d) If intending to provide Long Term Care, proof of liability insurance, as required under Section 10 of the Residential Care Regulation.
    - (e) An employee plan that includes all of the following:
      - (i) The proposed number of employees, their qualifications and expected duties; and
      - (ii) A supervision and staffing plan, including while persons in care are attending or being transported to and from activities located outside the community care facility.
    - (f) 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 will be situated.
    - (g) 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.)
    - (h) If the applicant is a society, a list of the directors.
    - (i) If the applicant is a corporation, a list of the directors and officers of the corporation.
  7. Using the Residential Care Regulation and the "Residential Care Inspection Checklist", prepare the facility for a health and safety inspection by a Licensing Officer.
  9. Using the "Residential Care Applicant's Supporting Documentation Checklist", ensure that you have all the documentation required to submit with your application. Please keep copies of all documentation submitted to this office.
  10. Submit your application to your local Licensing Office (see address blocks below).
  11. If you have questions completing any of these steps, please contact your local Licensing Office. Once the Licensing Officer has received your completed application and supporting documentation, a file will be started for your facility. A Licensing Officer will contact you by telephone to arrange a "Health and Safety Inspection" of the facility, and any other appointments that are required to complete the Licensing process.