

# POLICIES AND PROCEDURES - RESIDENTIAL CARE FACILITIES



## COMMUNITY CARE FACILITIES LICENSING PROGRAM

**Written policies are needed to guide staff and ensure the health and safety of persons in care.**

Prior to issuing a licence, Licensees are required to develop a number of written policies as set out in the *Community Care and Assisted Living Act* and the Residential Care Regulation (RCR). In addition to meeting the minimum requirements set out in the legislation, Licensees must also develop written policies and procedures to direct staff in meeting the needs of the persons in care and to ensure their health and safety.

**Section 85(1)(a) of the RCR states that a licensee must** “have written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care.”

**The following policies are required by legislation for all residential facilities and homes:**

Required Policies	Residential Care Regulation
Fall Prevention (Long Term Care Facilities, and facilities where persons in care are at risk of falls)	Section 85(2)(a)
Orientation of new Managers and Employees	Section 85(2)(b)
Continuing Education of Managers and Employees	Section 85(2)(c)
Making Complaints and Dispute Resolution Processes	Section 85(2)(d)
Access to Persons in Care by Non-employees	Section 85(2)(e)
Release of Children/Youths/Vulnerable Adults	Section 85(2)(f)
Monitoring of Nutrition	Section 85(2)(g)
Monitoring of Medication	Section 85(2)(h)
Use of Restraints in an Emergency	Section 85(2)(i)
Responding to Reportable Incidents	Section 85(2)(j)
Steps to be Taken if Person in Care Leaves Without Notice (Wandering /Missing Persons Protocol)	Section 85(2)(k)
Appropriate Manner and Schedule of Record Keeping	Section 85(2)(l)
Policies and Procedures Established by the Medication Safety and Advisory Committee	Section 85(3)
Emergency/Disaster Plan	Section 51

**Some examples of additional policies\*\* that are recommended to ensure that the facility is meeting the requirements of Section 85(1)(a) of the RCR:**

Additional Policies	Residential Care Regulation
Admission Screening for Residents	Sections 46, 47, 48
Investigation Protocol	Sections 12, 52, 76
Management of Persons in Care Finances	Section 79
Self-monitoring of the Facility	Section 61
Development of Care Plans	Sections 80, 81
Transporting Persons in Care	Section 85(1)(a)

**OVER**

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Responding to Minor Non-reportable Accidents, Illnesses, Medication Errors, and other Unexpected Events	Section 88
Repayment Agreement for the facility (if applicable)	Section 19 of the <i>Community Care and Assisted Living Act</i>

\*\*This list is not comprehensive. Depending on the specific needs of the persons in your care, additional policies and procedures may be necessary to ensure their health and safety.