

Produced by  
Vancouver Island  
Health Authority

Child & Adult  
Residential Care  
Licensing

A  
Residential  
Care  
Facilities  
Licensing  
Newsletter

## Changes to the Change in Manager Process & the Criminal Record Check Process

We have streamlined the process for the approval of facility managers hired by licensees. As a result, the INFOsheet – Change of Manager, Residential Care has been revised. If you are a licensee hiring a new manager for your facility, obtain a “Change of Manager” package from your local Licensing office. The package includes the revised INFOsheet.

For those of you who care for persons in care under the age of 19, we have also created a *new* INFOsheet – Criminal Record Checks. Child Residential Care Facilities would have received a copy of this INFOsheet in the mail. Unfortunately, it was missing some valuable information. This INFOsheet has been revised. Please contact your local Licensing office for a copy or download it from our website. Read it carefully as there have been several changes made to the process for obtaining criminal record checks. For instance, as of July 1, 2007, completed consents to obtain Criminal Record Checks and all associated fees for obtaining Criminal Record Checks are to be submitted directly to the Criminal Record Review Agency. Review this new INFOsheet in its entirety so that you are aware of the all of the revisions in the process.

If you have any questions regarding these new processes, please call or email your Licensing Officer. Both of these process changes came into effect July 1, 2007. All of our INFOsheets are available on our website: [www.viha.ca/mho/licensing](http://www.viha.ca/mho/licensing).

## Notify Licensing of Any Changes in Information Pertaining to Your Facility Reminder:



If any changes occur to the information that you submitted with your application for a community care facility licence, you must notify Licensing immediately. This would include any changes in manager, or any changes to the physical plant, or building that your facility is located in, such as renovations that you plan to make. This is set out in Section 3(2) of the Adult Care Regulations (ACR).

  
For more  
Residential Care Licensing  
information visit our website:  
[www.viha.ca/mho/licensing](http://www.viha.ca/mho/licensing)

### *In this Issue*

- Cover Page** *Change in Manager Process • Information Reminder*  
**Page 2 & 3** *Standards of Practice • Eat Well - Nutrition  
 • Reporting a Death*  
**Back Page** *Self Administration of Medication  
 • VIHA Updates & Locations*

## Director of Licensing Standards of Practice – Advance Directives

In September 2006, the Director of Licensing issued a Standard of Practice for “Advance Directives and Care Plans”. While the Adult Care Regulations require that a care plan be completed within 6 weeks of a person being admitted to a community care facility, there is not a requirement for residents to sign advance directives. While it is a best practice in personal planning to consider issues such as end-of-life care and refusal of consent to health care interventions, residents must not be denied admission to a facility based on their refusal or reluctance to sign such advance directives or similar documents. Further, promotion of this planning at the time of admission when individuals may be in a vulnerable position is contrary to the provisions of the *Community Care and Assisted Living Act (CCALA)*, which requires community care facilities to be operated in such a way as to promote the dignity of persons in care.

The Director of Licensing specified this Standard of Practice for residential care facilities licensed under the *CCALA*, “as appropriate care planning, including end of life planning, is an issue of significance to the health, safety and dignity of persons in residential care.” This Standard of Practice states:

1. A licensee must develop and complete an individualized care plan for each resident within six weeks of his or her admission to a community care facility.
2. As part of the development of a comprehensive care plan, issues related to end of life planning and advance directives may be discussed with a resident and his or her family or support persons, and documented.
3. A resident (or someone with the legal authority to make health care decisions on the resident’s behalf) must not be required, either as a condition of admission, or as an ongoing requirement to reside in a community care facility, to sign advance directives or levels of intervention documents.
4. To require a resident to sign such documents is in contravention of Section 7(1)(b) of the *Community Care and Assisted Living Act*, which requires a licensee to operate a community care facility in a manner that will promote the **health, safety and dignity** of person in care.

Standards of Practice are made by the Director of Licensing under the authority of Section 4 of the *CCALA*. These Standards of Practice are to be followed by community care facilities and enforced by Licensing staff in the same way as the legislation set out in the *Act* or the Regulations. To obtain a copy of this or any other standard of practice either contact your local Licensing office or check out our website: <http://www.viha.ca/mho/licensing>



### Eating Well with Canada’s Food Guide

Eat well with *Canada’s Food Guide*! Learning more about Canada’s Food Guide will help you and your family know how much food you need, what types of foods are better for you, and the importance of physical activity in your day. Take a tour at [www.canadasfoodguide.net](http://www.canadasfoodguide.net) and shape your own Food Guide.

**Having the amount and type of food recommended and following the tips included in Canada’s Food Guide will help:**

- Meet your needs for vitamins, minerals and other nutrients.
- Reduce your risk of obesity, type 2 diabetes, heart disease, certain types of cancer and osteoporosis.
- Contribute to your overall health and vitality.

The Recommended Number of Food Guide Servings chart shows how much food you need from each of the four food groups every day.

On the Health Canada web page you will find your goal to Healthy Eating and how much food you need.

#### Here is an example:

If you are a 35-year-old woman you should aim to have:

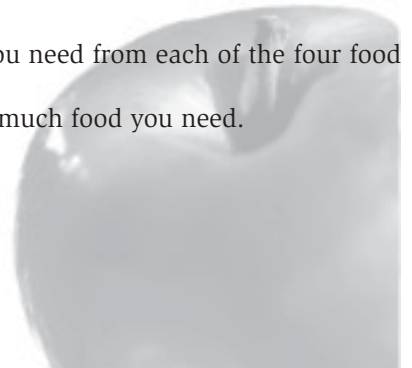
7-8 vegetables and fruit

6-7 grain products

2 milk and alternatives

2 meat and alternatives

30 - 45 ml (2 to 3 Tbsp) of unsaturated oils and fats



A **Food Guide Serving** specifies the amount or quantity of a food that is considered to be “one serving”. It helps you understand how much food is recommended every day from each of the four food groups. In some cases, a Food Guide Serving may be close to what you eat, such as an apple. In other cases, such as rice or pasta, you may serve yourself more than one Food Guide Serving.

Look at the examples below to find out how much food is equal to one Food Guide Serving.

|  |   |
|--|---|
| <p><b>Vegetables and Fruit</b></p> <ul style="list-style-type: none"> <li>• 125 ml (1/2 cup) fresh, frozen or canned vegetable or fruit or 100% juice</li> <li>• 250 ml (1 cup) leafy raw vegetables or salad</li> <li>• 1 piece of fruit</li> </ul>   | <p><b>Milk and Alternatives</b></p> <ul style="list-style-type: none"> <li>• 250 ml (1 cup) milk or fortified soy beverage</li> <li>• 175 g (3/4 cup) yogurt</li> <li>• 50 g (1 1/2 oz.) cheese</li> </ul>  |
| <p><b>Grain Products</b></p> <ul style="list-style-type: none"> <li>• 1 slice (35 g) bread or 1/2 bagel (45 g)</li> <li>• 1/2 pita (35 g) or 1/2 tortilla (35 g)</li> <li>• 125 ml (1/2 cup) cooked rice, pasta, or couscous</li> <li>• 30 g cold cereal or 175 ml (3/4 cup) hot cereal</li> </ul> | <p><b>Meat and Alternatives</b></p> <ul style="list-style-type: none"> <li>• 75 g (2 1/2 oz.)/125 ml (1/2 cup) cooked fish, shellfish, poultry or lean meat</li> <li>• 175 ml (3/4 cup) cooked beans</li> <li>• 2 eggs</li> <li>• 30 ml (2 Tbsp) peanut butter</li> </ul> |

There is much more useful information on this web page [www.canadasfoodguide.net](http://www.canadasfoodguide.net) including help with planning meals, shopping tips, reading food labels, fast and easy meal ideas, smart snacking and much more. Happy Surfing and Eating Well with Canada’s Food Guide!



## Reporting a Death of a Person in Care

All deaths that occur in a community care facility must be reported to Licensing as a reportable incident. Reportable incidents are defined in Schedule 1 of the Adult Care Regulations (ACR), specifically:

“**death**” means any death of a person in care.

**Natural expected deaths** are defined as those deaths which occur as a result of a known disease process for which the individual was under the care of a physician and who’s death as a result of that condition has been anticipated. This does not include deaths, which occur as a consequence of accident or misadventure, e.g. subsequent to a fall and fracture, pneumonia develops and death results. This example illustrates an

**unexpected death** and a death of this type must be reported to the coroner as well as to Licensing. Relevant to community care facilities, under the *Coroner’s Act*, “a person must immediately notify a coroner if her or she has reason to believe that a person has died:

- As a result of violence, misadventure, negligence, misconduct, malpractice or suicide,
- By unfair means,
- Suddenly and unexpectedly,
- From disease, sickness or unknown cause, for which the person was not treated by a medical practitioner, and
- From any cause, other than disease, under circumstances that may require investigation.”

In July 1999, the *Coroners Act* was amended. In terms of death occurring in a community care facility, all **natural, expected deaths** were no longer required to be reported to the Coroners Service if an attending physician was prepared to sign a Medical Certificate of Death. However, there remained the requirement that community care facilities continue to report all deaths to Licensing via the completion and submission of an Incident Report.

If a death reported to Licensing meets any of the above criteria as set out in the *Coroner’s Act*, the community care facility must also report the death to the coroner. Licensees must indicate in the appropriate area on the Incident Report that they have reported the death to the Coroner’s Service. Where the licensee has not complied with this requirement, Licensing will notify the licensee that they must report the death to the Coroner’s Service. If there is any uncertainty as to the requirement to report a death, Licensing will notify the Coroner’s Service.

If the Coroner’s Service has been contacted following a death, please be aware that you are obliged to not “**interfere with or alter the body or its condition in any way until the coroner so directs.**” You should discuss this requirement further with the Coroner’s Service to determine the extent of the measures that must be put in place, at the time that you are reporting a death to them.

## For VIHA Region-wide Updates:

### South Island – Gateway Village

201-771 Vernon Ave, Victoria, BC V8X 5A7, PH: 475-2235, FAX: 475-5130

#### Training:

**Orientation to Licensing for New and Pending Managers of Residential Care Facilities.**

Register with Gail or Marietta at 475-2235

**Space is limited to 15 participants. Dates for 2008 to be determined. Call to register.**

### Central Island

3<sup>rd</sup> Floor-528 Wentworth Street, Nanaimo BC, V9R 3E4, PH: 714-0424, FAX: 714-1185

### North Island

200-100 Island Highway, Campbell River, BC V9W 8C6, PH: 287-2818, FAX: 286-3486

Go to the Licensing page on the Vancouver Island Health Authority Web-site:  
[www.viha.ca/mho/licensing](http://www.viha.ca/mho/licensing) for information and ideas

## **Revised: Self-Administration of Medication Request Forms for Residential Care Homes and Facilities Funded by Mental Health and Addictions or Residential Services**

Licensing has updated our “Self-Administration of Medication Request” forms that are used by residential care homes and facilities funded by Mental Health and Addictions or Residential Services. These are the forms that can be used to expedite a request for exemption to allow a person in care to self-administer their medications at the facility. Call, email or fax Licensing to obtain an up-to-date version of the forms for use at your facility.

## **New INFOsheet: Policies and Procedures – Residential Care Facilities**



*What policies and procedures do I need for my facility to comply with the Adult Care Regulations? What other policies and procedures should I have in place to guide staff in caring for our residents and in the operation of the facility?*

We have created a new INFOsheet to address these questions. Contact your local Licensing office for a copy or download it from our website.

Note: **Our website is updated several times a year. If you notice an error or omission please let us know. Check it out regularly to keep yourself up-to-date:**  
<http://www.viha.ca/mho/licensing>