



Community Care Facilities Licensing Application Guide

Residential Care

- Hospice
- Substance Use
- Community Living
- Child and Youth Residential
- Mental Health
- Long Term Care
- Acquired Injury



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Introduction

Community Care Facilities Licensing Mission Statement:

Our community care facilities licensing program protects and promotes the health, safety and well-being of vulnerable children and adults in licensed care facilities. We do this through education, collaboration and regulation

Thank you for your interest in the process for opening a Residential Care Facility. The purpose of this guide is to provide you with information regarding applying for a Community Care Facilities Licence to operate a Residential Care facility, including:

- Renovating an existing building (such as a residence) so that it meets the requirements for a licensed facility.
- Constructing a new building so that it meets the requirements for a licensed facility.

It is intended to provide you with an understanding of the application process, space and design requirements outlined in the legislation, and links to useful resources to help get you started.

It is important to be aware that there are two parts to your application process. Prior to receiving a Community Care Facilities Licence you will need to meet both Licensing requirements and municipal requirements. Each municipality has their own requirements, and you are asked to check with the municipality in your area for more information.

In the event that your application is inactive (i.e. no contact between you and the Licensing office) for a period of 12 months, you will be contacted for a status update. If we do not receive a response your file will be closed. Should you wish to continue with your application after your file is closed, a new application will be required.

Municipalities within Vancouver Coastal Health Authority:

Bowen Island	https://www.bowenislandmunicipality.ca/home
City of North Vancouver	https://www.cnv.org/
City of Powell River	https://powellriver.ca/
City of Richmond	https://www.richmond.ca/home.htm
City of Vancouver	https://vancouver.ca/
District of North Vancouver	https://www.dnv.org/
District of Sechelt	https://www.sechelt.ca/
District of Squamish	https://squamish.ca/
District of West Vancouver	https://westvancouver.ca/
Municipality of Whistler	https://www.whistler.ca/
qathet Regional District	administration@qathet.ca
Town of Gibsons	https://gibsons.ca/
Village of Lions Bay	https://www.lionsbay.ca/

Legislation

Acronyms	CCALA	Community Care and Assisted Living Act
	CCFL	Community Care Facilities Licensing
	RCR	Residential Care Regulation
	DOLSOP	Director of Licensing Standards of Practice

Legislation

CCALA:

http://www.bclaws.ca/civix/document/id/complete/statreg/02075_01

Residential Care Regulation

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96_2009

DOLSOP Advanced Directives and Care Plans:

https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/advance_directives.pdf

DOLSOP Agreement in Writing to the Use of Restraints

https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/agreement_in_writing_to_the_use_of_restraints.pdf

DOLSOP Care Facility Admission

<https://www.islandhealth.ca/sites/default/files/2019-11/standard-of-practice-care-facility-admission.pdf>

DOLSOP Preventing Opioid Overdose Deaths

<http://www.vch.ca/Documents/DOLSOP-preventing-opioid-overdose-deaths-QA.PDF>

DOLSOP Immunization of Adult Persons in Residential Care

https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/immunization_of_adult_persons_in_residential_care.pdf

DOLSOP Incident reporting of Aggressive or Unusual Behaviour in Adult Residential Care Facilities

<https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/standard-practice-peportable-incidents.pdf>

Terms

For the purposes of this guide, the following definitions apply.

CCFL (Community Care Facilities Licensing) is the program responsible for the licensing and monitoring of child and residential licensed facilities.

Facility refers to a building, or portion of a building, in which licensed care is provided, as well as the outdoor area dedicated to the program.

Licensee refers to a person licensed to provide the care program.

Finding a suitable location

The Residential Care Regulation contains detailed information about the general physical requirements of the facility including:

- Directional assistance
- Accessibility
- Windows
- Temperature and lighting
- Water temperature
- Telephones
- Monitoring, signalling and communication
- Emergency equipment
- Equipment and furnishings
- Bedrooms
- Bathrooms
- Dining areas
- Lounge and recreation facilities
- Designated work areas
- Outside activity areas

Please refer to the website for up-to-date information

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96_2009#section13

Environmental Factors:

In addition to legislated requirements, it is important to consider the environmental factors in the area where the proposed licensed facility will be located.

Traffic-related air pollution

Traffic-related air pollution (from major roads and truck routes, major intersections, steep hills where acceleration occurs, loading areas, railyards, ports, airports, etc.) can enter into buildings, leading to exposure which can damage health and development, especially in adults with asthma or chronic respiratory illnesses.

Some design factor considerations include:

- Locating the outdoor recreation areas on the side of the building that is the furthest distance from air pollution sources.
- Place building centralized heat, ventilation, air conditioning (HVAC) air intakes as far away as possible from sources of air pollution such as roadways.
- Use an air filter to reduce indoor exposure to outdoor ultrafine particles.

Noise pollution

Noise pollution (unwanted or objectionable environmental sound such as construction, commercial and/or industrial activity, planes, cars etc.) may increase the risk of stress-related chronic diseases. It may also impair the ability of staff to communicate which could pose a safety risk.

Some design factors include:

- Locating the outdoor recreation space away from noise sources.
- Installing landscape noise buffers to reduce noise exposure in outdoor and indoor spaces.
- Designing the building layout and orienting the rooms to keep bedrooms away from noise sources.
- Orienting windows away from local noise sources.
- Insulating the building and installing sound-insulated windows and façade.

Before you sign a lease, or purchase a premise...



Licensing Officers are not able to guarantee that the space will be licensed. They are only able to comment on the *potential suitability* of the space, meaning that it appears that the space could function as a licensed space.

Licensing Officers are often asked if they can visit the proposed space before the applicant signs a lease agreement or takes out a mortgage. This is not part of our process, and it is the responsibility of each applicant to use the information in both the *Community Care and Assisted Living Act* and the *Residential Care Regulation* when entering into a lease or purchase agreement.

Licensing Officers are often asked how long it will take to receive a licence. Each application is processed in order of receipt, and while Licensing makes every effort to process applications in a timely manner, it may not always be possible to move the application forward as quickly as applicants would like. There are a number of steps involved in the application process and the time required for completing these steps will vary for each applicant, depending on the complexity of the application.

Once you have submitted your application you will be contacted to confirm receipt of your documents and to discuss next steps. An application consists of:

- A completed *Application for Licence* form
- A detailed description of the care program to be offered *Residential Care Regulation (RCR) Schedule B (2)*
- Site Plans *RCR Schedule B (5) (a), (b),(c)*
- Floor Plans *RCR Schedule B (6) (a), (b),(c), (d), (e), (f), (g)*

Please note that submitting an incomplete application will result in processing delays.

Licensing will check to make sure that there are no other applications currently in progress for this address. Applications are processed in order of receipt, and if there is already one in progress you will be notified that Licensing is unable to move ahead with your application.

Submitting an application

In order to initiate the application process please submit the following:

- A completed *Application for Licence* form
- A detailed description of the care program to be offered *Residential Care Regulation (RCR) Schedule B (2)*
- Site Plans *RCR Schedule B (5) (a), (b), (c)*
- Floor Plans *RCR Schedule B (6) (a), (b), (c), (d), (e), (f), (g)*

Ensuring that you submit all of the necessary documents will prevent a delay in your application process. A Licensing Officer will contact you to confirm receipt of your documents, and to discuss next steps. Please note that applications are followed up on in the order in which they are received.

Directions for completing an Application for Licence Form

The Application for Licence Form is a legal document and if completing by hand it must be filled out legibly, and in pen. Application forms filled out in pencil, marker or crayon will not be accepted.

Application Information:

- Indicate if this is a 'New Application' or an 'Amendment'
- New Application - Include details of any previously applied for and/or operated licensed facilities
- Amendment - Select amendment type. Include all that apply

Facility Information:

- **Facility Name** is the name that will appear on the licence.
- **Facility Phone Number.** The legislation requires that each facility has reliable communications equipment available to the staff, and the recommendation is that this is a dedicated phone located at the facility. A dedicated phone number also enables Licensing and other agencies to contact the facility directly if needed.
- **Facility Physical Address** is the exact street address of the facility. Please complete all information including postal code.
- **Email Address Correspondence to go to** is the email used by Licensing for any communication.
- **Facility Mailing Address** can be different from the physical street address listed above.
- Please indicated if your proposed facility is on municipal water or other, such as a well or private system
- **Water system** – please provide details about the water system for the proposed facility
- **Premise information** – Section 7.1 (3) of the *Residential Care Regulation* states
 - (3) A person is not qualified to apply for a licence respecting a particular premises unless the person
 - (a) owns the premises,
 - (b) leases the premises and is not prohibited under the terms of the lease from operating a community care facility on the premises, or
 - (c) is authorized in writing by the owner of the premises to operate a community care facility on the premises.
- **Public Funding** - Please provide details about your public funding contract if applicable

Please note that any application for a residential licensed facility with a proposed capacity of 7+ persons in care will require a food permit. An Environmental Health Officer will be assigned to the premise address in order to support you through the food service part of the application process

Manager Information:

- **Manager Name** must be the manager's legal name and be written as it will appear on the licence.
- Please indicate if the proposed Manager has previously applied to be the Manager of a licensed facility
- Please indicate if the proposed Manager is currently the Manager for any other licensed facility

Licensee Information:

- **Licensee Name** is the legal name of the organization or individual that will be operating the facility.
- Please indicate if the Licensee has previously applied to be the Licensee of a licensed facility, and confirm that they are at least 19 years old
- **Licensee Contact** is the person who the Licensee is authorizing Licensing to communicate with during the application process. The applicant can provide permission for Licensing to share information and communications with other relevant parties such as a project consultant or architect. This permission would need to be in writing, and can be sent to the Licensing Officer by email.
- **Licensee Mailing Address** is the address of the organization or individual that will be operating the facility.
- **Business Type:**
 - Corporation*** - Registered as an incorporated business. As per Schedule B (10) of the *Residential Care Regulation*, if the Business Type is a Corporation, you may be asked to provide a list of the directors and officers of the corporation. If the Business Type is a Society, you may be asked to provide a copy of the constitution and bylaws, and a list of the directors and officers
 - Health Authority.** Choose this for a facility operated by a health authority.
 - General Partnership/Limited Partnership** – A General Partnership consists of two or more people or corporations with responsibility for all aspects of the business shared among the partners. A Limited Partnership is one in which there may be one or more general partners and one or more limited partners who cannot act on behalf of the partnership and usually cannot be held responsible for the liabilities of the partnership beyond the amount they invested.
 - Sole Proprietorship** - One individual.
 - Not for Profit** – for example a non-profit Society, or a First Nations government/band/tribal council.

Please note that under Section 7.1 (1) of the Residential Care Regulation an applicant is not qualified to be a licensee if the person is a Limited Liability Partnership within the meaning of the Partnership Act.

Proposed Type(s) of Care:

- Check the applicable type of care and include your proposed capacity. Please note that licensed capacity is determined during the application process.

Final Section:

- **Date** is the date that the Licensee representative signs the form, however the Licensing Officer assigned to your application will confirm the date that they received the application.
- **Applicant/Licensee or Licensee Contact** – please print or type the name here
- **Title in the Organization** is the role that the Applicant/Licensee or Licensee Contact holds
- **Signature** can be added electronically or the form can be printed and signed by hand

Description of the care program to be offered

Schedule B (2) of the *Residential Care Regulation* states an applicant must provide a detailed description of the care program to be offered.

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96_2009#ScheduleB

Considerations for information to include:	Section of the Residential Care Regulation
Information about the Licensee	RCR 7.1
An outline of the type of program e.g. Acquired Injury / Substance Use etc.	RCR 2 (1) (2)
Ages of the persons in care, and the proposed capacity	
Description of the client population e.g. Youth ages 10-14	
The philosophy of the program	
The care model e.g. Psycho-social rehab, skill-based, physical rehab	
Services to be provided e.g. - In-house programs, off-site programs - Physical, social and recreational activities	RCR 55 (1) (a)
The staffing plan e.g. - The number of staff - Staff qualifications and duties	RCR 41 (1) (2), 42 (1) (2) (3)
Admissions screening procedures	RCR 47 (1) (2)
Admission criteria e.g. - Age limit - Unable to accommodate persons with mobility issues	RCR 48 (1) (2)
Discharge system	RRCR 58 (1)
Any information specific to the type of care, e.g. - Any therapeutic programming - Opioid replacement or abstinence - Length of stay - Mobility aids etc. - Level of care provided	
Location-specific information e.g. - Co-located with other housing types	
Funding plan *	
Any other info e.g. - Anyone not in care who will reside in the home or facility	

*Community Care Facilities Licensing (CCFL) does not provide funding or refer residents to facilities. If you are interested in government funding you will need to apply on your own to the appropriate funding program for the type of care that you would like to provide. *It is advisable that you approach the funding program very early in the licensing process.* If you are not applying for government funding then you will need to find your own residents and set your own fee schedule.

Information regarding the premise

An applicant must provide a copy of the purchase agreement or lease for the community care facility or, if the community care facility is not yet built, for the property on which the community care facility will be situated.

- Proof of ownership of the proposed premise/land
- Signed lease agreement
- Document/letter from the owner authorizing you to operate a community care facility on the premises.

Site Plans

Requirements:

Schedule B, Section 5, of the *Residential Care Regulation* provides information on site plan **requirements** to be submitted to Licensing as part of your application.

Schedule B

5 An applicant must provide a site plan, drawn to scale, showing all of the following:

- (a) the proposed location of the community care facility, including the property boundaries;
- (b) the location and dimensions of the outdoor recreation area;
- (c) on request of a medical health officer,
 - (i) the elevation and grade relationships of any building or other structure on the site, and
 - (ii) the sound levels of the proposed site.

Sample site plan showing location of Long Term Care facility, and property boundaries



Floor Plans

Requirements:

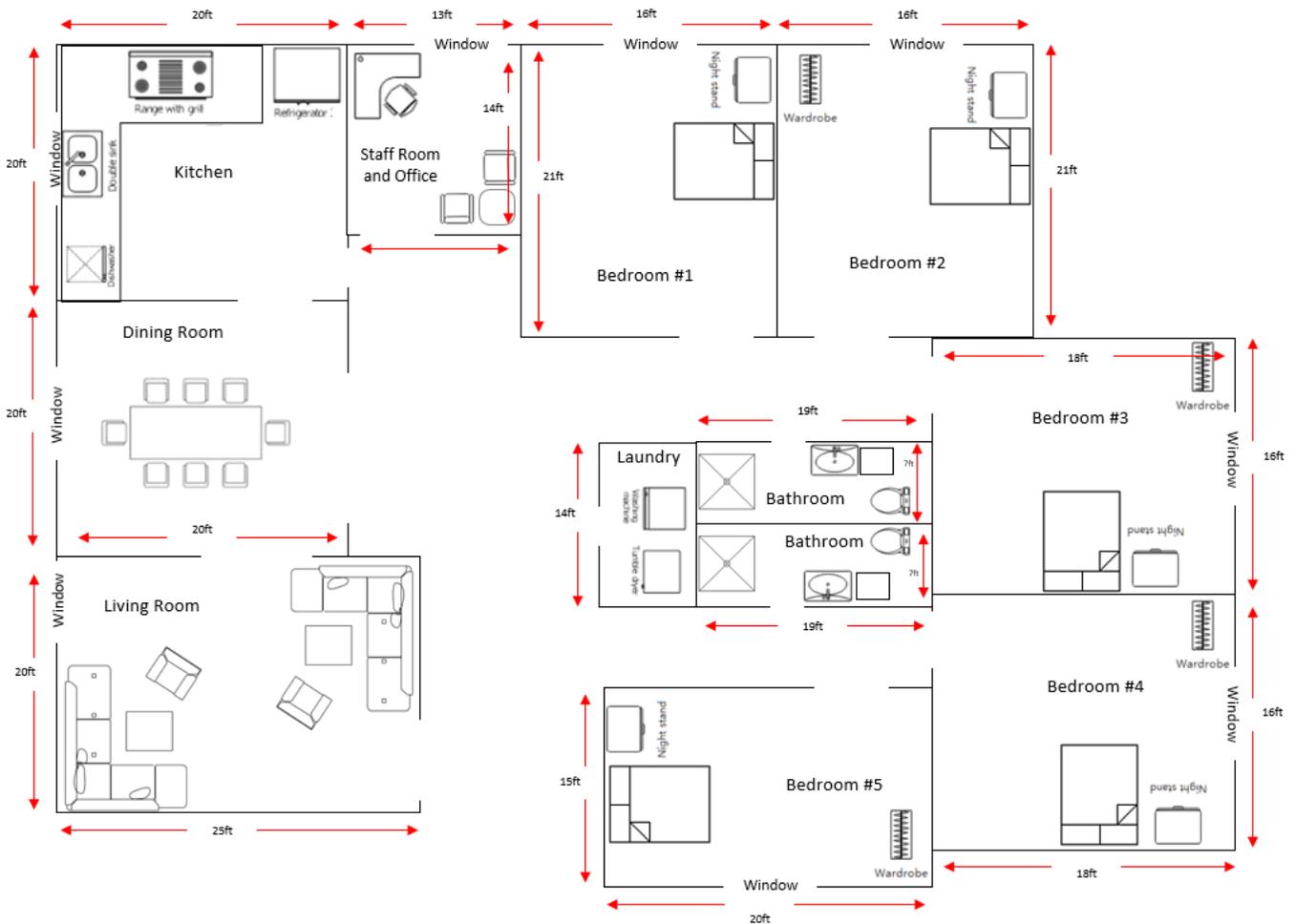
Schedule B, Section 6, of the *Residential Care Regulation* provides information on floor plan **requirements** to be submitted to Licensing as part of your application.

Schedule B

6 An applicant must provide a floor plan, drawn to scale, showing all of the following:

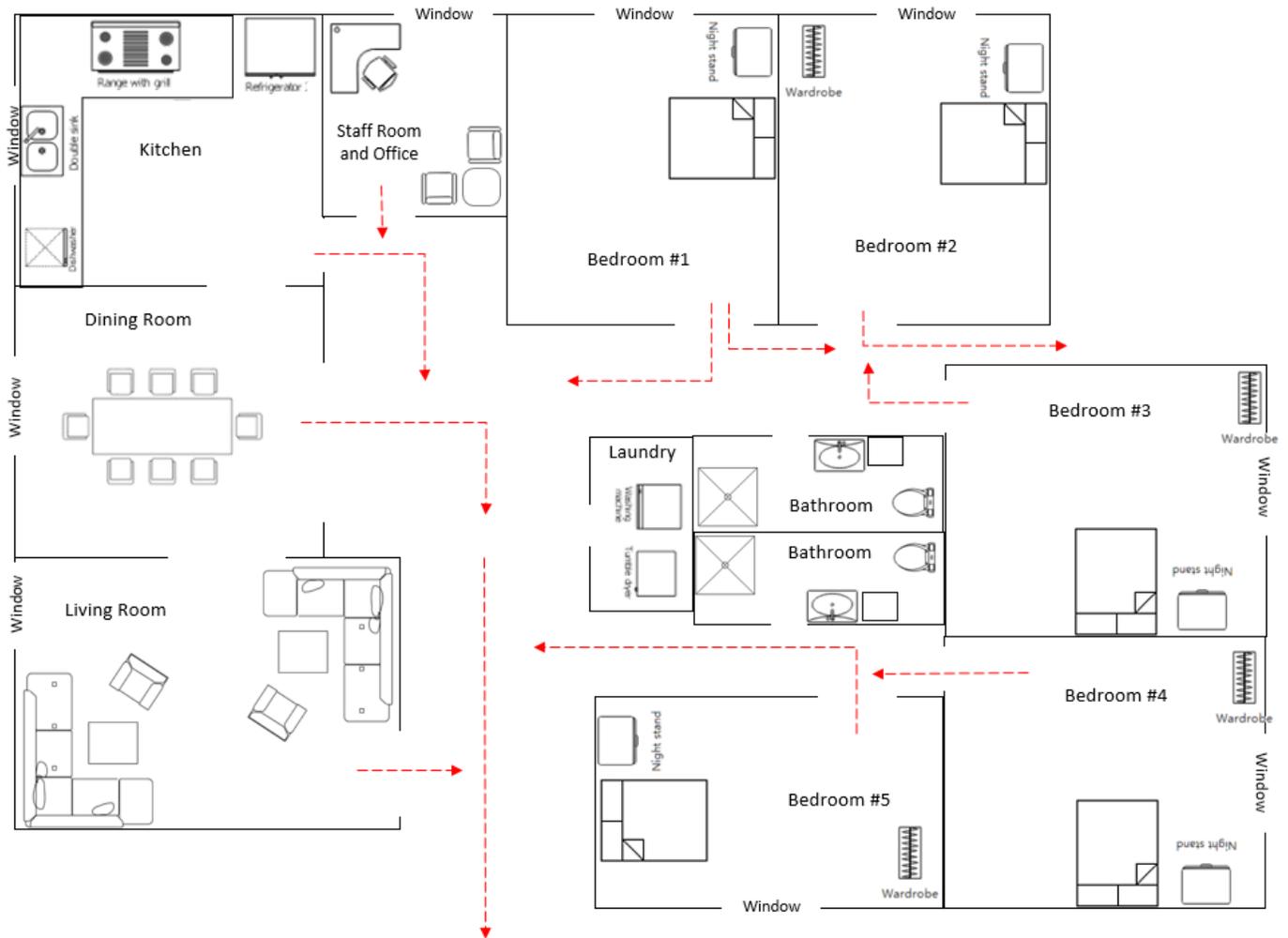
- (a) for each room, the room's purpose, its inside dimensions and the location and size of any fixed equipment;
- (b) the width of each hallway and stair;
- (c) the location and size of windows and the height of windowsills from the floor;
- (d) the location of toilets, wash basins, containers for soiled clothes and, if applicable, diaper changing surfaces;
- (e) the location of all exits;
- (f) the location of all security devices installed for the purposes of monitoring or controlling the movements of perso care, including, without limitation,
 - (i) door and window alarms,
 - (ii) video surveillance, and
 - (iii) alarm control points in relation to electronic monitoring devices worn or carried by a person in care;
- (g) the location of any accommodation and washrooms reserved for employees.

Sample floor plan showing a proposed Mental Health facility



Sample floor plan showing the location of all exits for the proposed Mental Health facility

Drawn to scale



Application Documents

- Completed *Application for Licence* form
- Detailed description of the care program to be offered *Residential Care Regulation (RCR) Schedule B (2)*
- Site Plans *RCR Schedule B (5) (a), (b), (c)*
- Floor Plans *RCR Schedule B (6) (a), (b), (c), (d), (e), (f), (g)*

Once Licensing has received your application documents a Licensing Officer will arrange to discuss your plans and to provide further information about the licensing process. *We strongly recommend that you do not purchase, begin building your facility or making renovations to an existing building until after this discussion.*

If you have further questions please contact us. Please call 604-675-3800 and ask to speak to a member of our Residential Care Licensing team.

Design Requirements

Interior space

Part 3 of the *Residential Care Regulation* provides information on facility **requirements**

Directional assistance

13 A licensee must provide directional signs and other directional information or assistance sufficient to meet the needs of each person in care.

Accessibility

14 (1) A licensee must ensure that a person in care who requires a mobility aid may access, in a manner appropriate to the needs of the person in care, all areas intended for use by persons in care.

(2) A licensee who provides a type of care described as Long Term Care must ensure that each hallway intended for use by persons in care is at least 1.83 m wide.

(3) A licensee must ensure that all controls for signalling devices, lights and elevators can be accessed and used without difficulty by all persons in care.

Windows

15 (1) A licensee must ensure that, if necessary for the health and safety of a person in care, windows are secured in a manner that prevents a person in care from falling from, or exiting through, the window.

(2) Subsection (1) does not apply to emergency exits that are window-accessed.

Temperature and lighting

16 (1) A licensee must ensure that the temperature in each bedroom, bathroom and common room is safe and comfortable for a person who is carrying out the types of activities that would be reasonably expected in the ordinary use of the room.

(2) A licensee must ensure that each bedroom, bathroom and common room is lit sufficiently to

(a) permit a person to carry out effectively the types of activities that would be reasonably expected in the ordinary use of the room, and

(b) protect the health and safety of a person using the room.

(3) A licensee must ensure that the lighting, both natural and artificial, and temperature of a room intended for the private use of a person in care meets the needs and preferences of that person.

Water temperature

17 A licensee must ensure that water accessible to a person in care, from any source, is not heated to more than 49° Celsius.

Telephones

18 (1) A licensee must provide at least one conveniently located telephone, for use only by persons in care, that

(a) has a private line,

(b) has adaptations, as necessary, to meet the needs of persons in care, and

(c) is accessible to persons in care at all times.

(2) Despite subsection (1) (c), a licensee that provides a type of care described as Substance Use may limit access, by persons in care, to the telephone described in that subsection.

Monitoring, signalling and communication

- 19** (1) If a person in care requires monitoring, or a signalling device, to ensure that person's health and safety, a licensee must provide a monitoring system or signalling device that
- (a) is appropriate to the needs of the person in care,
 - (b) will identify to employees the location of the person in care, and
 - (c) will signal to employees that the person in care needs immediate assistance.
- (2) A licensee must provide communication devices and other means of communication that
- (a) are appropriate to the needs of the persons in care,
 - (b) enable persons in care to communicate their needs to employees, and
 - (c) enable employees to communicate with each other in respect of the needs of persons in care.
- (3) If a licensee installs electronic devices for the purposes of transmitting or recording images of persons in care or members of the public, the licensee must display in a prominent place notice that electronic surveillance is being used.

Emergency equipment

- 20** A licensee must ensure that a community care facility having fewer than 7 persons in care has the following emergency equipment:
- (a) interconnected smoke alarms, appropriate to the needs of persons in care and installed in each bedroom and in each hallway leading to a bedroom;
 - (b) sprinklers that conform to the British Columbia Building Code;
 - (c) emergency lighting that will automatically illuminate the hallways and stairs for at least 30 minutes in the event of a power failure.

Equipment and furnishings

- 21** A licensee must ensure that all furniture and equipment for use by persons in care
- (a) meet the needs of the persons in care,
 - (b) are compatible with the health, safety and dignity of the persons in care,
 - (c) are maintained in a good state of repair, and
 - (d) are maintained in a safe and clean condition.



Design Requirements

Outdoor areas

Outside activity areas

- 36 (1) A licensee must provide outside activity areas that have
- (a) in total, at least 1.5 m² of space for each person in care,
 - (b) a surfaced patio area, and
 - (c) comfortable seating including a reasonable amount of shelter from sun and inclement weather.
- (2) If necessary to protect the health or safety of persons in care, a licensee must ensure that the outside activity area is secured by a fence or other means.



What to expect during the Licensing Process

A Licensing Officer will guide you through each step in the process including working on CCFL paperwork, and preparing for your final inspection. Visits to the space or building will be conducted as required.



Paperwork required during the application process

As part of the ongoing assessment of suitability you will be required to submit paperwork to Licensing, as per Schedule B of the Residential Care Regulation.

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96_2009#ScheduleB

An employee plan

Considerations for information to include:

- The name and age, and a statement of the duties, qualifications, relevant work experience and suitability of the proposed manager;
- The proposed number of employees, their qualifications and expected duties;
- The supervision and staffing plan, including while persons in care are attending or being transported to and from activities located outside the community care facility.

A statement of projected monthly revenues and expenditures

The statement of projected monthly revenues and expenditures, includes the estimated cost of employee salaries and benefits, food, utilities, taxes, insurance, maintenance, the principal and interest of any mortgage, supplies and programs.

A copy of the purchase agreement or lease

A copy of the purchase agreement or lease for the community care facility or, if the community care facility is not yet built, for the property on which the community care facility will be situated.

Proof of liability insurance (Long-Term Care only)

A licensee who provides a type of care described as Long Term Care must have liability insurance to insure the licensee against liability for property damage and bodily injury arising in relation to the community care facility.

If the applicant will act as both the licensee and the facility manager, you will need to submit:

- The names of three references
- Criminal Record Check application (to be processed through the Criminal Records Review Program in Victoria)
- A record of your work history (e.g. résumé)
- Copies of any diplomas, certificates, or other evidence of training and skills
- Evidence of compliance with the Province's immunization program, and tuberculosis program (if applicable)

If the applicant is a corporation, you will need to submit (upon request):

- A list of the directors and officers of the corporation

If the applicant is a society, you will need to submit (upon request):

- A copy of the constitution and bylaws, and
- A list of the society's directors

Food Service Health Permit

Any licensed facility providing care for more than six persons is required to obtain a food service health permit. The Licensing Officer will connect you to the Environmental Health Officer assigned to the area where your proposed facility is located.

Manager of Facility

Information regarding the process for Application for New Manager Residential Care will be provided.

Policies

In addition to the paperwork listed on the previous page, you will need to develop policies and procedures, which communicate important information and expectations to staff and families.

- A **policy** is a general rule that covers a specific issue or situation
- A **procedure** refers to the steps to take to ensure the policy is being followed.

Type of Policy/Procedure	Residential Care Regulation Section
Admission Screening	85 (1) (a), 47
Abuse of Persons in Care	85 (1) (a), 52
Fall Prevention (LTC)	85 (2) (a)
Use of electronic surveillance (SU)	85 (2) (a.1) (i)
Monitoring of interactions between persons in care and visitors	85 (2) (a.1) (ii)
Orientation of New Managers and Employees	85 (2) (b)
Continuing Education of Managers and Employees	85 (2) (c)
Managing Complaints, Concerns, Disputes	85 (2) (d), 60
Access to Persons in Care	85 (2) (e)
Release of children, youths and vulnerable adults in Care	85 (2) (f)
Monitoring of Nutrition	85 (2) (g), 66, 83
Monitoring of Medication	85 (2) (h)
Use of Restraints in an emergency	85 (2) (i) , 71, 72, 73,84
Responding to Reportable Incidents	85 (2) (j), 76. 77
Missing/Wandering Persons in Care	85 (2) (k)
Record Keeping	85 (2) (l), 91, 92, 93
Obtaining consent before admitting an adult to the community care facility.	85 (2) (m)

You will also need to submit the following:

- An example of a four week rotating menu plan – all meals and snacks daily.
- Confirmation that you have an emergency plan that sets out procedures to prepare for, mitigate, respond to and recover from any emergency, including procedures for the evacuation of person in care and a plan that sets out how persons in care will continue to be cared for in the event of an emergency.

Final Inspection

Once all CCFL and municipal paperwork and requirements have been met, a Licensing Officer will schedule your final inspection. At this inspection Licensing will review the physical space, and also any required administrative records.

Important information

Incomplete applications

Licensing is unable to initiate the application process until a complete application is received. If you submit an incomplete application you will be contacted by a Licensing Officer who will outline the items that are missing, however it is important to remember that applications are processed in the order in which they are received and submitting an incomplete package will delay the process. If you are having difficulties with the application process, you are encouraged to contact a licensing officer for your area to discuss the challenges you are facing.

How long the process takes

There are a number of steps involved in the application process and the time required for completing these steps will vary for each applicant, depending on the complexity of the application.

The role that the environment plays

It is the responsibility of the applicant to identify Healthy Environment concerns and to consider the impact they may have on the application moving forward. Please note that if Healthy Environment issues are identified during any stage of the application process, the Municipality and/or Licensing may not be able to move ahead with the application.

A Community Care Facility Licence is not transferrable

A community care facility licence is issued for a specific premise (address) and Licensee. When there is a change of Licensee or facility address, a new application for a licence is required. It is important to note that any application for a previously licensed premise is treated as a new application and would have to meet the requirements of the current legislation.

If there is a change in the information submitted for the application

Applicants must notify Licensing of any change in the information provided when applying for a licence.

Application cost

There is no fee to submit an application, however there may also be a cost attached to the municipal inspections. Your local municipality can provide information about these.

How to contact Licensing

For any questions relating to applying for a licence please contact Licensing at 604-675-3800 and ask to speak to a Residential Care Licensing Officer.

Frequently Asked Questions

Do I need to apply for a Community Care Facilities Licence?

A Community Care Facilities Licence is required if you are planning to provide care for three or more children or vulnerable adults who are not related to you by blood or marriage in one of the following types of facilities:

Hospice:

Residential care and short-term palliative services for persons in care at the end of their lives

Mental Health:

Residential care for persons who are in care primarily due to a mental disorder

Substance Use:

Residential care for persons who are in care primarily due to substance dependence

Long Term Care:

Residential care for persons with chronic or progressive conditions, primarily due to the aging process

Community Living;

Residential care for persons with developmental disabilities

Acquired Injury:

Residential care for persons whose physical, intellectual and cognitive abilities are limited primarily due to an injury, including persons suffering from brain injuries or injuries sustained in accidents

Child and Youth Residential:

A program that promotes or supports the behavioural, intellectual, physical or social development of a child or youth in a therapeutic residential setting

What does “care” mean?

The *Community Care and Assisted Living Act* defines care as supervision that is provided to

- (a) a child through a prescribed program,
- (b) a child or youth through a prescribed residential program, or
- (c) an adult who is
 - (i) vulnerable because of family circumstances, age, disability, illness or frailty, and
 - (ii) dependent on caregivers for continuing assistance or direction.

Can I operate an Assisted Living facility?

Approval for registration is provided through the Assisted Living Registry, and further information can be obtained at: <https://www2.gov.bc.ca/gov/content/health/assisted-living-in-bc>.

Will I qualify for a community care licence?

To qualify for a licence:

- The program must be located in a building that meets the requirements of the legislation.
- The manager, the staff, the program and the equipment must meet the requirements of the legislation.

Anyone purchasing or leasing a premise that was previously licensed should be aware that the premise may no longer meet the current legislated requirements. The application follows the same process as all new applications, and renovations may be needed in order to obtain a Community Care Facility Licence.