



Monitoring and Licensing of Supportive Living and Long-Term Care Accommodations

Continuing Care Standards and Licensing

Who are we?

Alberta Health (formerly Alberta Seniors)

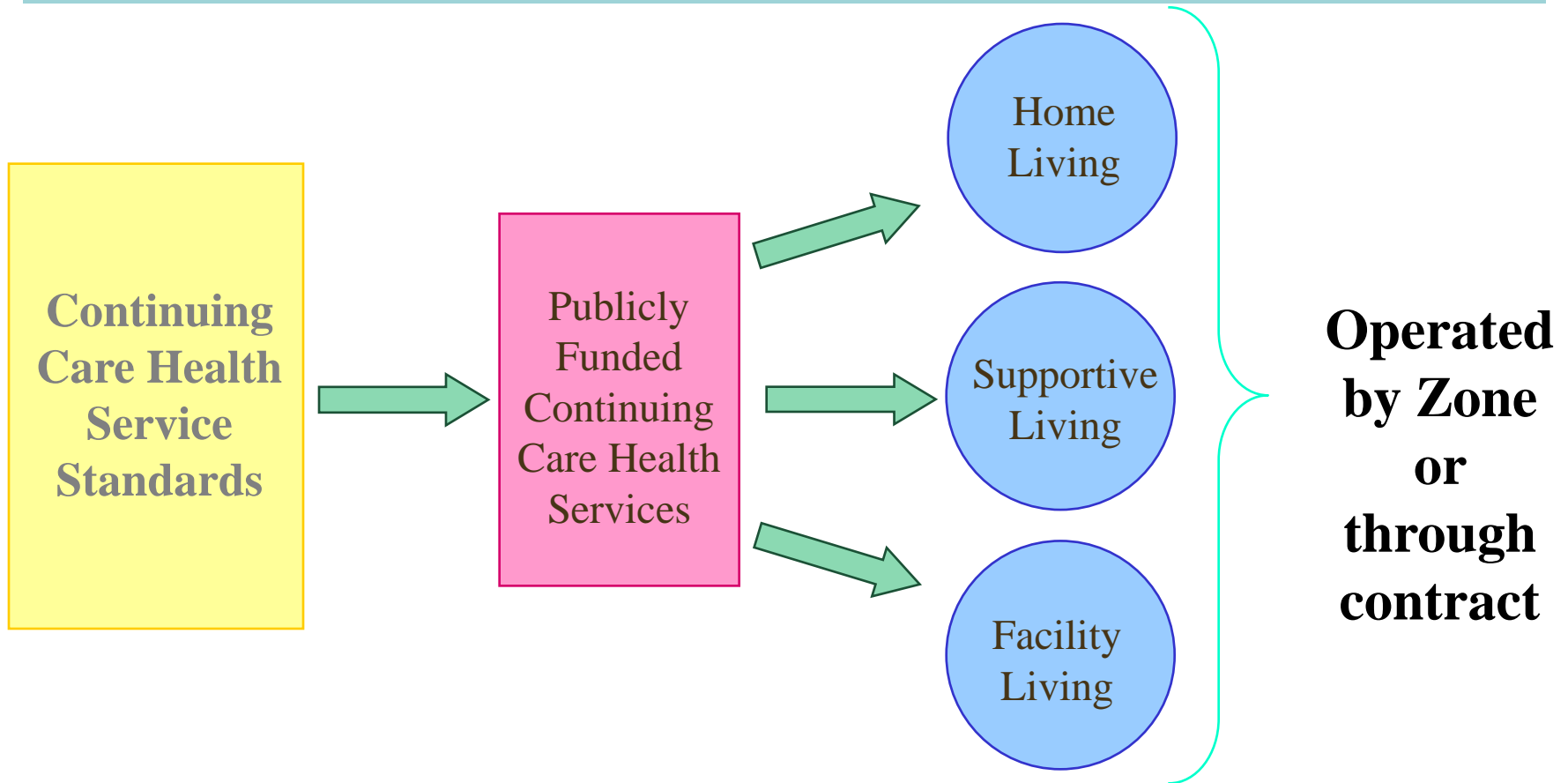
- Director
- Manager, Licensing Services
- 2 Licensing Supervisors (north and south)
- 17 Licensing Inspectors (9 - north and 8 south)
- 2.5 Health Compliance Officers
- 4 Licensing Processors

Areas of Responsibility

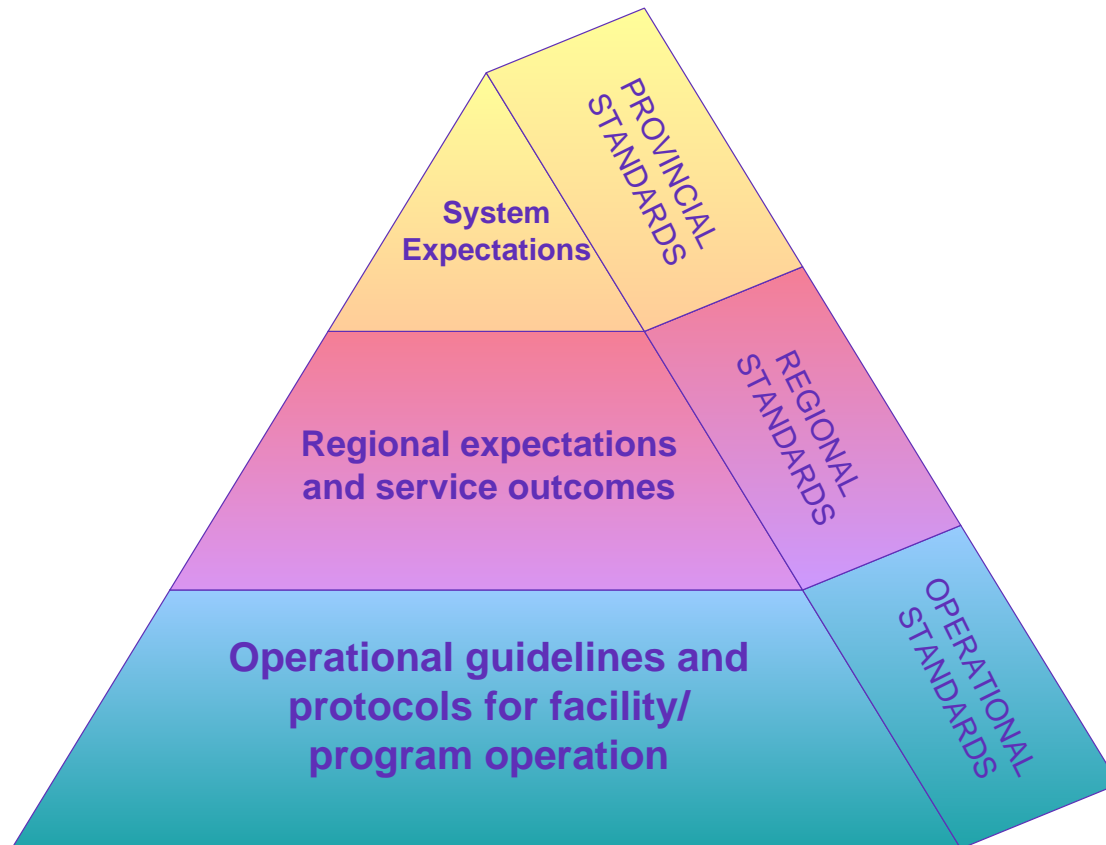
- Supportive Living
 - Almost 800 accommodations
- Long-Term Care
 - Over 170 accommodations
- Persons with Developmental Disabilities
 - Over 700 residences
- Homeless Shelters
 - Over 22 shelters
- Audits
 - Publicly funded sites to the Continuing Care Health Service Standards (551)
 - Home living – home care
 - Supportive living (Designated Supportive Living and Lodges)
 - Long-term care

Continuing Care Health Service Standards

Scope of Standards



Accountability



The Audit

- Utilize the 23 Continuing Care Health Service Standards
- What we hear, see and observe assists us in determining compliance
- Review policy and procedure/process through documentation
- Observational tour of site/facility
- Conversations with site staff

Supportive Living Accommodations

Definition

- A supportive living accommodation that:
 - Is **provided** by the operator;
 - Includes **four or more adult** residents who are not related to the operator;
 - The operator provides or arranges for services related to **safety and security**; and
 - The operator provides, offers or arranges for at least **one meal a day or housekeeping services**.
- Supportive living accommodations include Lodges, Assisted Living and Group Homes

Supportive Living Accommodation Standards

- Supportive living accommodations are licensed under the Supportive Living Accommodation Licensing Act.
- 32 standards that focus on accommodation safety, maintenance, meals, cleaning, social and leisure, laundry and information provided to residents are enforced through this Act
- All supportive living accommodations are inspected annually to these standards.
- Licence periods vary from 1 month to 3 years

Long-Term Care Accommodations

Definition

Long-term care is facility living that provides care for individuals whose health needs are such that they are unable to remain at home or in a supportive living situation.

Long-Term Care Accommodation Standards

- Long-term care accommodations are funded or contracted by Alberta Health Services.
- They are exempt from licensing, but are monitored to 30 Long-Term Care Accommodation Standards
- All long-term care accommodations are monitored annually
- Certificate periods vary from 1 month to 3 years

Complaints

Complaints

- Complaints can be made in regards to:
 - An accommodation not meeting the accommodation standards
 - When a site is not in adherence to the *Supportive Living Accommodation Licensing Act*
- Complaints can be made to the Complaint line at 1-888-357-9339 by residents, family members, concerned citizens, staff, or anyone else.

Investigations

- All complaints that have been referred for investigation will be investigated by a Licensing Inspector
- Investigation visits may occur in collaboration with fire or Environmental Public Health
- Continuum of enforcement actions

Public Reporting

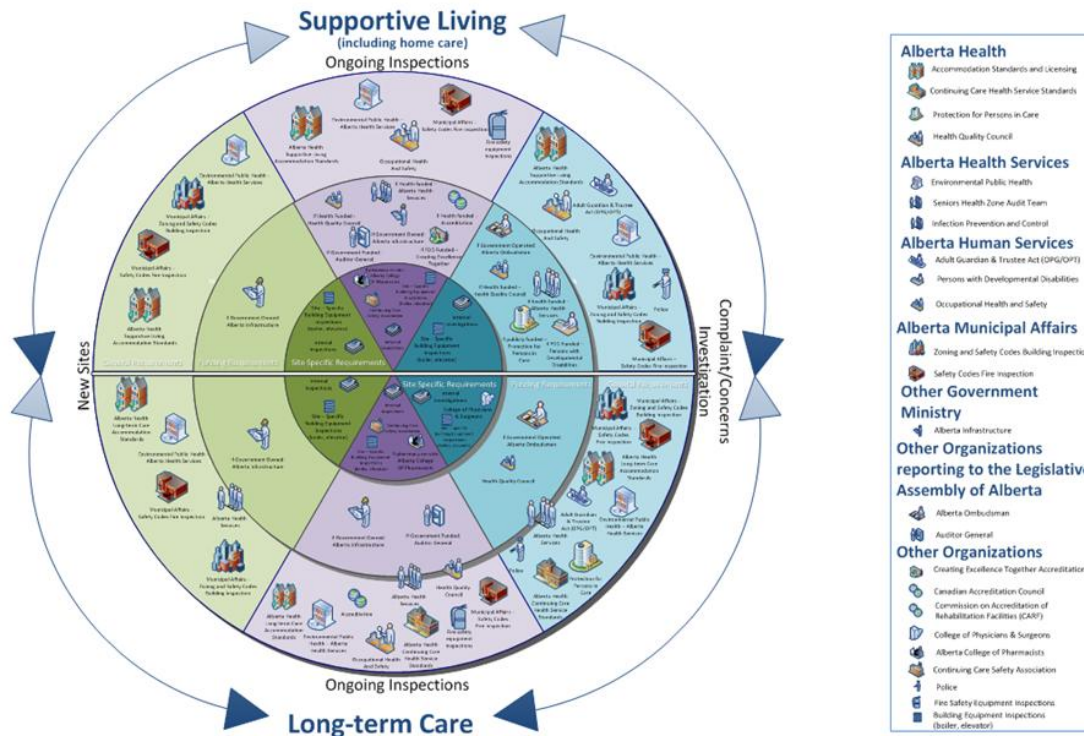
- All inspections
- All confirmed complaints
- <http://asalreporting.gov.ab.ca/astral/>

To Apply For a License

Licensing Process for Supportive Living Accommodations

1. Applicant submits a letter of intent that provides a brief overview of their proposed operation
2. Applicant is directed to obtain approvals from:
 - Zoning
 - Safety Codes Act – new buildings or major renovations
 - Fire inspection – pre-existing sites with no major renovations
 - Environmental public health – inspection of the accommodation
3. A Licensing Inspector contacts the operator to schedule an inspection

Areas of Intersection



Municipal Affairs Public Safety Division

Safety Codes Act

- Fire
- Building
- Barrier Free
- Electrical
- Gas
- Plumbing
- Boilers
- Elevators
- Private Sewage Disposal
- Passenger Ropeways
- Amusement Rides

Responsibilities and Enforcement

Safety Codes Act

- Owner (including the Operator/Supervisory Staff) is responsible for compliance with the all the codes and standards under the Safety Codes Act for the life of the building.
- Non-compliance, where no “imminent danger” or “unsafe conditions” are present, will usually begin with communication between the Safety Codes Officer and the Owner to educate them on safety matters and code requirements.
- Non-compliance may result in the issuance of an Order. This may involve items which may need to be completed “immediately”, including building evacuation, where imminent danger or unsafe conditions exist, or it will state a timeframe for compliance. Reviews and Appeals are available for Orders.
- Charges may be laid for non-compliance. Penalties are up to \$100,000 and/or six months in jail for initial offences and up to \$500,000 and/or twelve months in jail for second and subsequent offences.

Building Safety

(Alberta Building Code – next edition planned for early 2014)

Building Permits are required, usually from your municipality, for:

- New Construction
- Change of Usage (eg. From Single Family Dwelling to Residential Care Home / Group Home / Rooming House – upgrading will be required)
- Replacement or Upgrading of Building Systems (including HVAC) or Structure
- Ramps or Decks (includes Barrier Free requirements)
- Solid Fuel Burning Appliances

Must result in a Plan Review, on site inspections and a final inspection report(s) by a Building Safety Codes Officer that the owner/operator should keep on site for the life of the building.

Electrical, Gas, Plumbing Safety

Changes to the electrical, natural gas or propane and plumbing systems MUST:

- Be completed by, or under on site supervision of (apprentice), a journeyman tradesperson,
- Be conducted under a Permit (usually from the municipality) taken out by the journeyman tradesperson,
- Result in an inspection(s), resulting in a final written report, by a(n) (Electrical, Gas, Plumbing) Safety Codes Officers.
- While the report will be provided to the tradesperson holding the permit the owner/operator should demand a copy before payment and these reports should be kept on site for the life of the building.

Elevator Safety, Boiler Safety

Elevators, escalators and permanently affixed lifts will require initial permits and inspections from the Alberta Elevating Devices and Amusement Ride Safety Association (AEDARSA) and their Safety Codes Officers.

Regular inspections by Safety Codes Officers and license renewals are required.

Boilers and pressure vessels in any occupancy will require initial permits and inspections as well as ongoing inspections by Safety Codes Officers from the Alberta Boiler Safety Association.

Fire Safety

(Alberta Fire Code – next edition planned for early 2014)

- Fire Code applies during the construction/renovation process and throughout the life of the building.
- Fire Safety Codes Officers don't utilise a permit process (except petroleum storage tanks) but inspect for compliance with the Alberta Fire Code (current edition) and monitor for compliance with edition of the Alberta Electrical, Gas, Plumbing Codes which were in place at the time of construction.
- Requirements for active (fire alarms, sprinklers) and passive (fire walls) fire protection systems come from the Building Code but their maintenance is dealt with under the Fire Code.

Fire Safety

Areas of Concern:

- Fire Safety Codes Officers see the building during its actual usage. Owners may have described a use in the building permit application which was not accurate (levels of mobility, level of care, cognitive condition of residents) or which may have changed over time. This may result in a need for the owner to upgrade the building under another permit.
- Inspections are mandatory when a Permit has been purchased. As there is no permit issued by the Fire Safety Codes Officer there is no mandatory inspection. Each municipality chooses inspection frequency. Some choose none.

Fire Safety

- Fire inspections by Fire Safety Codes Officers have usually been done at no cost to the owner.
- A number of government (federal, provincial & municipal) bodies make a fire inspection a licensing condition
 - Liquor & Gaming
 - Advanced Education
 - Human Services
 - Health

Fire Safety

- While everyone involved has public safety, and most importantly resident safety, as a common goal Fire Safety Codes Officers may not be available on short notice. Inspection capacity and authority in the system varies by municipality the owner should identify their needs and the AHJ early in the planning and/or operational cycles.
- We are working with our partners here, and our municipal partners, to identify workable options for additional inspections, or the use of third party inspection agencies, to provide these inspections using a business model which will involve a cost to facility owners/operators.

Public Safety Challenges

- Next Fire and Building Code will add “B3 – Care Occupancy”. This will separate these facilities from “hospitals/institutions”.
- Working with AH, AHS, PDD and SCC to align patient/care levels with the Fire and Building Code Occupancy Classifications.
- Following this we plan to develop an “Approved Upgrading Guideline” under the Alberta Fire Code to deal with existing, non-compliant, B3 – Care Occupancies”
- Watching developments regarding “Vulnerable Occupancies” in other jurisdictions, particularly Ontario, where a major sprinkler retrofit program has been announced.

Environmental Public Health

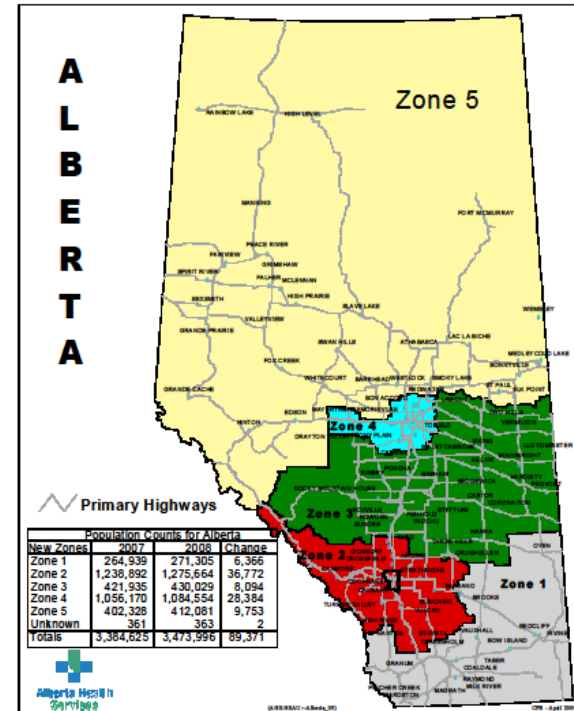
Environmental Public Health

Who We Are:

- Inspectors operating under the authority of the PHA

What We Do:

- Adult Care Facilities
- Child Care Facilities
- Food Establishments
- Swimming Pools
- Public Drinking Water
- Personal Services
- Recreational Water
- Public Accommodation



Environmental Public Health Inspections

Inspections:

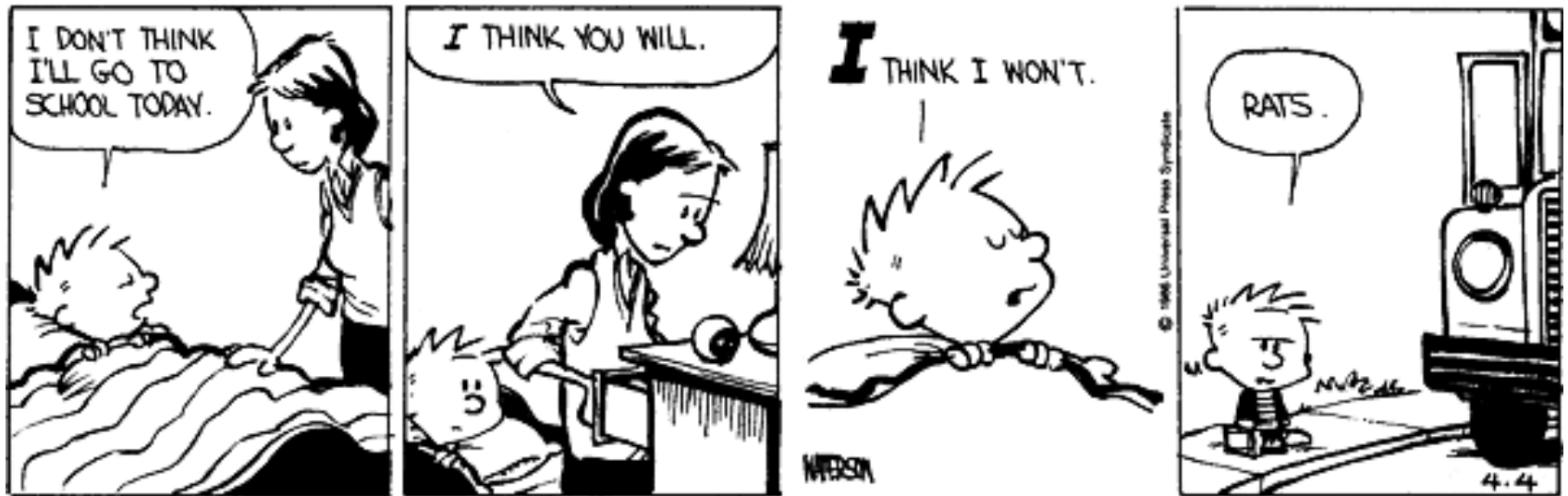
- Approx 140,000 inspections per year of all facilities



Environmental Public Health - Complaints



Environmental Public Health Enforcement



Environmental Public Health Adult Care



Environmental Public Health Adult Care



Our Contact Information

Alberta Health

Standards Compliance and Licensing Branch
10025 Jasper Avenue NW
PO Box 1360 Stn. Main
Edmonton, Alberta T5J 2N3
Phone: 780-644-8428 (310-0000 Toll Free)
Fax: 780-644-8729

Environmental Public Health

Alberta Health Services
Main Floor, West Tower
Coronation Plaza
Suite 104, 14310 - 111 Avenue
Edmonton, AB T5M 3Z7
1.877.360.6366

Public Safety Division

Alberta Municipal Affairs
Safety Services Branch
16th Floor Commerce Place
10155 – 102 Street NW
Edmonton, Alberta T5J 4L4
1-866-421-6929

Thank you

**Questions or
comments?**