



# Getting Started

Continuing Care Licensing Handbook

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For more information about continuing care in Alberta, visit: <https://www.alberta.ca/continuing-care-in-alberta>

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## Introduction

This guide is to assist operators of continuing care homes and supportive living accommodations to meet the licensing requirements of Alberta's *Continuing Care Act*.

Getting Started answers the questions prospective operators may have when applying for a licence to provide continuing care services. It describes how to apply for a licence and what is expected of licensed operators. It also describes what is involved in the inspection and monitoring of accommodations and what to expect when a provider is in contravention with Alberta Health and enforcement is required.

We encourage prospective operators to schedule a pre-consultation meeting with the Continuing Care Licensing Office to discuss their plans before starting this application process.

### The *Continuing Care Act*

The *Continuing Care Act* provides consistency for the entire continuing care system, increases clarity regarding services, enables improvements to service delivery for Albertans, and supports health system accountability and sustainability.

For some operators, the Act may simply formalize policies and procedures already in place. Others may need to create new policies and procedures. For prospective operators, the Act and Getting Started will provide a clear understanding of what is required to obtain and maintain a licence.

Additional information about the *Continuing Care Act* can be found on the Government of Alberta website or by viewing the legislation on the King's Printer website. It is important to note that while this guide is a point of reference for operators, it does not supersede the legal authority of the Act or regulations.



Questions? Alberta Health staff can assist operators throughout the application and licensing process.

Contact Alberta Health directly at: 780-644-8428 or toll-free at 780-310-0000 or email [CULO@gov.ab.ca](mailto:CULO@gov.ab.ca). Operators can write Alberta Health at the Licensing and Compliance Monitoring Branch, P.O. Box 1360, Stn. Main, Edmonton, Alberta T5J 2N3.

# Part One

## How to apply for a licence

# Introduction to licensing

## New licensing requirements

The *Continuing Care Act* requires that all continuing care homes and supportive living accommodations apply for and receive a licence in order to operate in Alberta. This includes some settings that were not previously required to be licensed, including:

- Long-term care facilities (nursing homes and auxiliary hospitals) that are currently certified are required to be licensed.
- Standalone residential publicly funded hospices and private hospices.
- Settings that meet the intent of supportive living may require licensing under the *Continuing Care Act* if they meet the definition and scope for supportive living accommodations and services.

Alberta Health issues licences for continuing care homes and supportive living accommodations, depending on the nature of services offered. Alberta Health establishes appropriate expectations for each licence type that consider different client demographics, risks, and settings.

### Continuing care home licence type A

Settings that are commonly known as long-term care, including nursing homes under the *Nursing Homes Act* and auxiliary hospitals that provide facility-based care under the *Hospitals Act*.

### Continuing care home licence type B

Settings that are commonly known as designated supportive living (e.g., settings that offer facility-based care under the *Supportive Living Accommodation Licensing Act*).

### Continuing care home licence type C

Settings where hospice care is provided (i.e., 24/7 publicly-funded care for those who are approaching end-of-life and where assessed unmet needs can best be met in this location).

### Supportive living accommodation licence

Settings that are commonly known as:  
Supportive Living, Assisted Living, Independent Living

Note: Auxiliary hospitals that do not provide facility-based care will remain auxiliary hospitals.

Figure 1: Licence types

## Continuing care home licence

Continuing care homes are publicly funded and meet the needs of residents who have assessed care needs. Operators will be issued one of the following licence types that describes the services authorized in this setting.

### Type A

Settings that are commonly known as long-term care, including nursing homes under the *Nursing Homes Act* and auxiliary hospitals that provide facility-based care to residents in all or part of the site under the *Hospitals Act*. These facilities provide care and accommodation to residents with unpredictable and complex health needs, typically with multiple chronic and/or unstable medical conditions. Auxiliary hospitals that provide facility-based care will now be type A continuing care homes. Auxiliary hospitals that do not provide facility-based care will remain auxiliary hospitals.

### Type B

Settings that are commonly known as designated supportive living (e.g., settings that offer facility-based care under the *Supportive Living Accommodation Licensing Act*). These community-based living facilities provide 24-hour onsite scheduled and unscheduled health, professional, and personal care services by health care aides, nurses, and allied health professionals.

## Type C

Continuing care homes where hospice care is provided. Hospice care is a specialized service that provides 24/7 publicly funded care to those who are approaching end-of-life and whose needs can best be met in this location (based on assessed needs and resident preferences).

Each type of continuing care home licence authorizes the licensee to:

- operate a continuing care home of that type, and
- provide the authorized care designed with respect to that type of continuing care home licence

When a continuing care home operator provides different types of authorized care in different parts of a site, the operator must hold the applicable type of continuing care home licence for each part of the site.

## Supportive living accommodation licence

Supportive living accommodations are sites that:

- house four or more adult residents that are not related to the operator,
- are intended for permanent or long-term residency,
- provide, arrange, or offer safety, security or personal welfare; **and**,
- provide any meal or nourishment services, housekeeping or accommodation services<sup>1</sup> deemed required by the residents to remain as independent as possible.

A supportive living accommodation licence authorizes the licensee to:

- operate a supportive living accommodation; and,
- provide supportive living services to residents of the supportive living accommodation.

Operators may have more than one licence, depending on the care and services provided such as facility-based care for a continuing care home licence and supportive living services for a supportive living accommodation licence.

The figure below outlines when a supportive living accommodation licence is required.

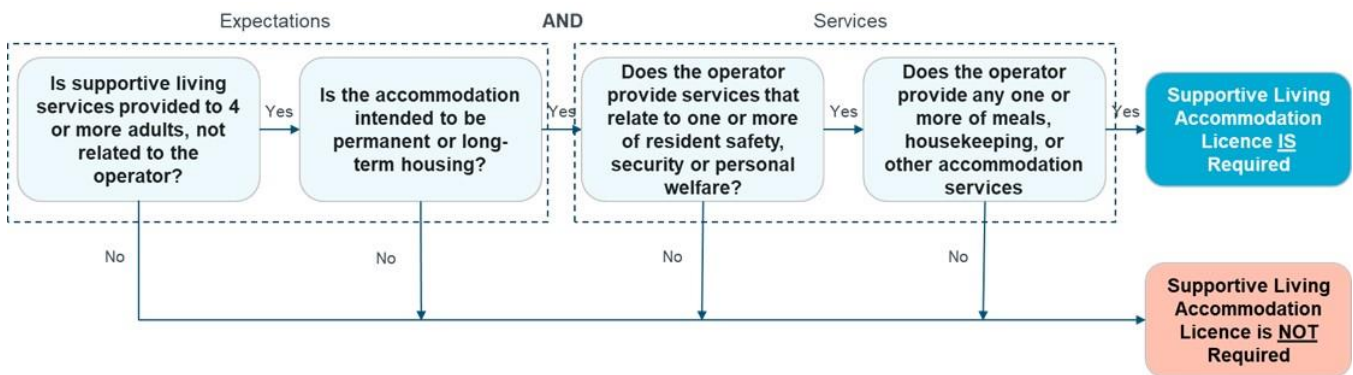


Figure 2: Supportive living accommodation licence decision tree

<sup>1</sup> Accommodation Services:

- bedding towels, and other linens
- laundry services or access to laundry facilities
- personal choice services
- assisting or reminding residents to take prescribed medication
- social or leisure activities
- holding money on behalf of residents
- holding residents' property for safe guarding

## How to Apply

There are several steps in making an application. They are as follows:

### Step 1: Fill out the application form

Applicants can access the application form at the [Government of Alberta website](#). (Please fill out the form electronically).

A licence is required for each accommodation being operated. The application for licensing includes a request for:

- general information about the operator
- information about the operator and accommodation contacts
- site details (e.g., number of beds, etc.)
- types of services offered



When a supportive living accommodation or continuing care home is sold, the operator's licence is not transferable: the buyer is treated as a new applicant. The new applicant/service provider must complete a full application and provide all supporting documentation to Alberta Health for review and approval.

### Step 2: Attach supporting documents

Applicants must include the following documents with the application:

- Proof of commercial business general liability insurance of no less than \$2,000,000
  - If Alberta Health determines additional applicable insurance is required, a request will be sent in writing to the operator
- The operator is to provide evidence of contract insurance or an insurance policy in an amount covering the operator's potential liability resulting from theft, fraud, or other similar offences
- Proof of active and accurate corporate status and corporate documents
- Confirmation of compliance to the *Public Health Act* (i.e. environmental public health report)
- Completed Statutory Declaration
- Documentation confirming compliance to the *Safety Codes Act* (building permits, occupancy permits) if the application is related to a new or renovated accommodation or change in occupancy or intended use
- Recent fire inspection confirming compliance within 1 year

\*Note if the applicant is not able to provide a recent fire inspection a safety inspection may be conducted by a safety codes officer designated as Fire Group B1 or Fire Group B2 (Scope of Practice and Entrance Qualifications – Safety Codes Council)

- Zoning approval where required
- Copy of Government-issued identification of the applicant (the applicant is the operator)



Operators can contact the local municipality or consult the [Government of Alberta website](#) to get information about the zoning and development permits required.



### Step 3: Submit package of materials

Once the application form is completed and supporting documents are attached, the entire package can be submitted to Alberta Health by email, fax or mail:

- Email: [CULO@gov.ab.ca](mailto:CULO@gov.ab.ca)
- Mail: Licensing and Compliance Monitoring Branch.; P.O. Box 1360, Str. Main, Edmonton, Alberta T5J 2N3
- Fax: 780-644-8729

### Step 4: Alberta Health reviews the application package

Once the application package has been submitted, Alberta Health will review the material to ensure they are complete. If not, the operator will be contacted and asked to forward the missing information. Once the package is complete, Alberta Health will assess the application and communicate the decision that the applicant is eligible for a licence.

Note: if an application has remained inactive for 6 months, the applicant will need to submit a new application package.

If Alberta Health refuses to issue, amend, or renew a licence, it will provide the applicant with written reasons for the decision. If a licence is not required, Alberta Health will send a letter indicating such.

### Step 5: Pre-licensing inspection

Upon receipt of application, a pre-licensing inspection will be scheduled where all accommodation standards will be reviewed. During the inspection, operators are expected to demonstrate through the readiness of the environment, staffing, supplies, and written documentation that the accommodation is suitable for occupancy. An inspector will assess compliance to the Accommodation Standards prior to the issuing an initial licence.

### Step 6: Alberta Health sends the licence to the operator

Licences will be issued for a duration of up to 4 years. The licence, once received, must be posted in a place where it can be easily viewed by the public, such as a bulletin board in the site entrance or a wall by the reception desk.

### Step 7: Alberta Health publishes accommodation details on reporting website



Please verify that all information on the licence is correct. If not, contact the Continuing Care Licensing Office immediately.

- [CULO@gov.ab.ca](mailto:CULO@gov.ab.ca) or 780-644-8428 Toll-free at 310-0000

Alberta Health will publish information about operators and their related facilities online at the [Government of Alberta website](#). The information may include:

- name of the operator
- the address and licence status
- contact information
- services provided
- results of inspections and investigations
- any other information the Alberta Health chooses to publish



Contact information must be kept up to date. Operators are required to contact [CULO@gov.ab.ca](mailto:CULO@gov.ab.ca) should there be any changes in information provided in an application, including, but not limited to:

- services provided
- operator or accommodation contacts
- maximum occupancy
- ownership
- contact information for operator or site administrator

## Renewal Licence

Licences must be renewed 30 days prior to the expiry date. Alberta Health will, at least 90 days prior to the licence expiry, notify the operator that they must renew their licence and send them their licence renewal application package.

On expiry of the licence, Alberta Health renews the licence for four years if all criteria are met:

- The operator meets licensing requirements
- The premises are fit and suitable for a continuing care home or supportive living accommodation
- Records indicate that operator is compliant with any licence conditions
- No concerns with the operator's ability to provide services

The renewal application requirements must be completed and submitted to Alberta Health with any changes or updates to:

- Statutory Declaration
- Evidence of current insurance coverage
- Evidence of corporate status
- Environmental Public Health report (most recent but no older than five years)
- Zoning approval (if there is a change of use)
- Fire inspection (most recent but no older than five years)
- If renovated or a change of use, a safety codes approval is required
- Third party service agreement (if applicable)

Alberta Health may request any additional information or documents that it considers necessary to make a decision.

If any exemptions were issued to an operator, Alberta Health may review to determine if they are still appropriate.

Alberta Health monitors the operator's compliance with the Act, regulations and standards, and may send the operator a letter with a renewed/amended licence, identifying any terms or conditions on the licence. If Alberta Health chooses to impose conditions, amend or not issue a renewed licence to an operator, it will send a letter indicating the reasons why, and advising the operator of their ability to appeal the decision.

Note that for any application type (initial, renewal, amendment), if the application has been inactive for 6 months, the applicant will have to submit a new application package.

## Request to Amend and Change Licence

An application to amend a licence is required along with any changes or updates to supporting documentation from the last application and description of the amendments requested and the reasons why. Licence holders may request to revise some aspect of their service provision, e.g., permanent relocation of residents, the change of address of a facility, etc. Alberta Health will review the application package and:

1. Confirm the operator still meets licensing requirements
2. Request any additional documentation if required
3. Determine if a site inspection is required

Once Alberta Health approves, an amended licence is issued for the remainder of the licensing term.

# Part Two

## Licensing expectations

# Licensing expectations

Operators must demonstrate compliance to the *Continuing Care Act*, its regulations, and the related standards. This section discusses the expectations related to standards and required reporting in detail.

## Standards

There are three sets of standards that are applicable to licensed continuing care operators (with the exception of continuing care home type C operators): the Continuing Care Health Service Standards (CCHSS), the Accommodation Standards – Continuing Care Home, and the Accommodation Standards – Supportive Living. The figure below outlines which standards apply to different settings.

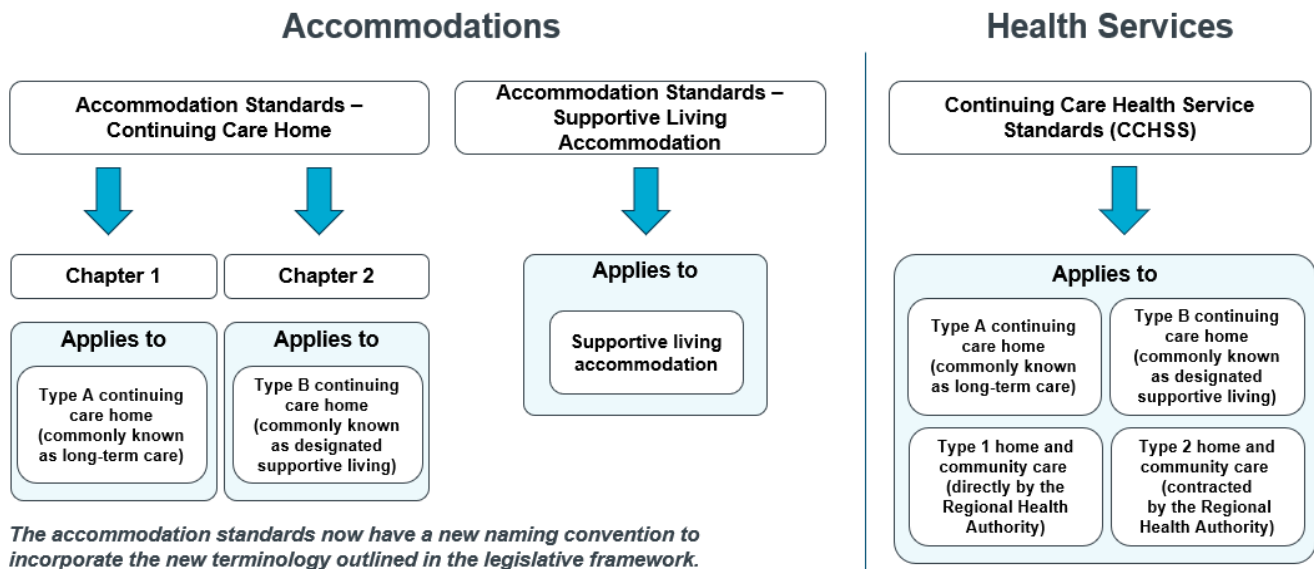


Figure 3: Application of standards

The two sets of accommodation standards outline the expectations for how supportive living and continuing care home operators provide safe and comfortable accommodations and accommodation services for residents in areas such as meals, housekeeping, and maintenance. There are separate sets of standards to reflect areas where requirements may differ across different settings.

The accommodation standards cover a broad range of areas, including:

- **Physical space and building requirements:** Requirements related to the physical environment, such as building code requirements related to space and privacy.
- **Safety and security:** Outline the requirements related to safety and security, including medication assistance and reminders, emergency preparedness, and the provision of safety and security measures.
- **Services and support:** Covers the provision of services and supports to residents, such as meals and nutrition, housekeeping, laundry, and social or leisure activities.
- **Resident rights:** Emphasizes the importance of respecting residents' rights including the right to privacy and protection of personal information as well as personal choices such as personal choice services, and personalizing spaces.

The Continuing Care Health Service Standards outline the minimum set of requirements that operators and providers of continuing care services must adhere to, in order to ensure the provision of quality, individualized client healthcare. The standards cover a broad range of areas, including:

- **Standardized assessments, person-centred care planning, and case management:** The standardized assessment and person-centred care planning standards emphasize the importance of placing the client or resident at the centre, as well as reflecting their individual needs and preferences when assessing unmet needs and developing a care plan. This includes requirements related to resident rights, communication, assessment, care planning, and continuity of care. This also includes involvement of persons identified by the client in the care planning process.
- **Safe and effective care delivery:** This includes standards pertaining to the safe and efficient administration of health services, including access to physician and nurse practitioner services, guidelines for infection prevention and control, medication management, restraints management and secure spaces, and emergency preparedness.
- **Clinical services:** Various standards cover the delivery of clinical services, such as nursing care, palliative and end-of-life care, nutrition and oral care standards and requirements, and continuity of care delivery.
- **Quality management:** Several standards focus on ensuring the delivery of high-quality care by setting expectations related to performance management, quality improvement, risk management, and safety culture.
- **Organizational support:** This includes standards that address the need for effective management and governance structures, risk management, staff training, qualifications, and development, and quality improvement reporting.
- **Physical environment:** This includes standards that cover requirements on the physical environment and equipment, including requirements related to safety, comfort, accessibility, infection prevention and control, and assistive equipment and technology.

When facilities offer both accommodation as well as publicly-funded personal and health services, they are required to comply with the Continuing Care Health Services Standards (CCHSS) in addition to the relevant set of accommodation standards. To ensure compliance, audits and inspections are completed to assure residents, employees, and the public that the services are being delivered in accordance with the standards. Results of audits and inspections are publicly reported online.

## Reporting of events and incidents

Continuing care service providers and operators in Alberta are required to report to Alberta Health any serious event or incident that has occurred, or that has the potential to occur. This requirement is established in the *Continuing Care Act*, and additional guidance is included in the provincial accommodation and care standards.

When and how to report an event or incident?

- Any event of the nature described in the decision guide, available on the Government of Alberta website, must be reported by the operator as soon as reasonably possible, but no later than within 48 hours from the occurrence of the incident or event.
- Incidents must be reported using a standard reporting form provided by Alberta Health. All operators need to submit the form to Alberta Health by emailing it to [CCLO@gov.ab.ca](mailto:CCLO@gov.ab.ca). Licensed operators who receive funding from Alberta Health Services (AHS) must also report the incident to AHS by emailing the form to [reportable.incidents@albertahealthservices.ca](mailto:reportable.incidents@albertahealthservices.ca) at the same time.
  - The form is an interactive PDF that will help to facilitate the reporting process. The form should be filled out electronically.
  - Operators and providers will be able to add additional recipients as appropriate.
  - Identifiable resident health and personal information is **not** to be included on the form.



If you have reason to believe that the incident meets the definition of abuse under the Protection for Persons in Care (PPIC) Act please call 1-888-357-9339 or [Alberta's Abuse Helpline](https://www.alberta.ca/report-abuse-to-protection-for-persons-in-care.aspx) at 1-855-4HELPAB, or visit <https://www.alberta.ca/report-abuse-to-protection-for-persons-in-care.aspx>.

Operators must report any serious event or incident using the form available on the Government of Alberta website . If an operator is unsure if an event or incident constitutes a reportable event, they should contact the Continuing Care Licensing Office at [CCLO@gov.ab.ca](mailto:CCLO@gov.ab.ca).

The submission form includes a detailed list of Duty to Notify incidents that must be reported. Examples include:

- Resident death or serious harm
- Assault or aggression
- Accommodation, grounds, or equipment in unsafe condition or in disrepair
- Resident or client unaccounted for
- Unplanned activation of contingency plan
- Extensive damage to accommodation
- Abuse or offenses

### **What does Alberta Health do when they receive a Duty to Notify report?**

Alberta Health reviews the report and evaluates the cause of event to ensure that there are mitigating processes or procedures to prevent reoccurrence. The reviews also help to promote the safety, quality of care and well-being of residents, individuals and staff.



If during an inspection or investigation, an inspector becomes aware of a situation that requires notification, the inspector may examine the service provider's policies and procedures related to incident prevention and response and may require the service operator or provider to submit notification (if applicable), take measures, stop any activity, or stop providing services.

### **Other required reporting – Notice to Director**

On written request, the Minister has the authority to request information on the substantial changes to the operations or ownership of a continuing care home or supportive living accommodation, as well as the provision of site-based care and supportive living services.

Whom do I contact if I have further questions?

Contact the Continuing Care Licensing Office directly:

- Phone: 780-644-8428 or toll-free at 780-310-0000
- Email: [CCLO@gov.ab.ca](mailto:CCLO@gov.ab.ca)
- Mail: Licensing and Compliance Monitoring Branch., P.O. Box 1360, Strn. Main, Edmonton, Alberta T5J 2N3.

# Part Three

## Inspections, investigations, and enforcement

# Inspections, investigations, and enforcement

## Overview

Alberta Health monitors compliance to standards and expectations, undertakes enforcement activities and works with the operator towards preventing contraventions. Once an operator has obtained a licence, they may be subject to inspections, investigations, and enforcement actions.

## Inspections

An operator will be inspected prior to an initial licence being issued, and then regularly visited during their licensing period.

Alberta Health monitors and enforces compliance to the *Continuing Care Act*, regulations and standards. Inspectors consist of health compliance officers and licensing inspectors. Health compliance officers audit continuing care homes and licensing inspectors inspect supportive living accommodations.

Inspections are conducted routinely and as needed. Inspectors monitor compliance during onsite visits, and in response to complaints or reported events.

The inspector will contact the operator to schedule their initial licensing visit, all visits and inspections after that are typically unannounced. Alberta Health staff will carry proper identification and providers may ask to see it.

## How to prepare for an inspection

There are several things an operator can do to prepare for an inspection:

- Ensure the licence is properly posted
- Make sure all records and policies and procedures are complete and up-to-date, and easily accessible for the inspector to review
- Review the results of any previous inspections: have all issues been addressed?
- Address any existing contraventions

## What to expect during an inspection

During an inspection, the inspector tours the site and makes notes of their observations. As part of the inspection process, the inspector may also ask questions, take pictures, review a sampling of records, policies and procedures, access electronic data processing equipment, and speak with the person in charge. The inspector may also interview residents, family members and staff.

The inspector then determines whether the operator complies with the Act, regulations and standards. At the end of the inspection, the inspector's findings and conclusions are reviewed with the operator and any other person the inspector or operator considers appropriate. The Inspector reviews inspection findings, any contraventions issued, communicates expectations, including timelines for evidence submission.

The inspector gives a copy of the inspection report to the operator. It includes non-compliances, timelines to meet compliance, and any orders that have been issued. If the operator does not meet all the requirements, the inspector may take enforcement action.

If requested by the operator, an inspector may make a visit to the site to provide information on licensing requirements and the inspection process. An inspector may also visit a site to follow up on contraventions, provide information (e.g., new regulations), follow up on an incident or review compliance with specific requirements of the Act.

If, as a result of the inspection, an operator is required to take steps to address a contravention, the inspector may conduct a follow-up visit to confirm the contravention has been addressed.

## Investigations

An inspector from Alberta Health may visit the site for the purpose of an investigation if there is reason to believe the Act has been contravened (e.g., a complaint has been made).



No advance notice is required unless the inspector is entering a private dwelling, like an individual's home.

The inspector gathers information to determine the validity of the complaint and to document the details of the investigation. In an investigation, the inspector may ask questions, take pictures, review a sampling of records, policies and procedures, access electronic data processing equipment, speak with the person in charge and interview staff, residents and anyone else as appropriate.

If, as a result of the investigation, an operator is required to take steps to address a contravention, the inspector may conduct a follow-up visit to confirm the contravention has been addressed.



In most cases, the complaint investigator is unable to share the source of complaints with the facility. It is important for the facility staff to work cooperatively with the investigator and focus on ensuring the health and safety of the residents in care, rather than on the source of the complaint.

## **Actions after inspection and enforcement measures**

Sanctions are related to the level of risk to the residents or individuals, frequency of contravention, the severity of the contravention, and the response of the operator or provider to the corrective action.

Alberta Health may take a variety of actions after an inspection or investigation depending on the degree of risk, including specifying measures an operator or provider must take, issuing a permanent or temporary stop order, appointing an official administrator, or cancelling a licence altogether. Operators concerned with a decision of an inspector may bring their concerns to the inspector's supervisor. Unresolved matters or feedback may be brought to the attention of the Statutory Director by emailing [Health.CCStatutoryDirector@gov.ab.ca](mailto:Health.CCStatutoryDirector@gov.ab.ca)

# Part Four

## Appeals

# Appeals

Continuing care home and supportive living accommodation operators, as well as home and community care providers, may appeal an action or decision made by Alberta Health by formally requesting a review.

## What is appealable?

Operators and providers may appeal:

- A decision to refuse to issue, amend or renew a licence
- An issued stop order
- A decision to cancel a licence
- An administrative penalty

The appeals process differs depending on the issue being appealed. There are two legislated authorities that accept a notice of appeal: the Court of Kings Bench and Appeal Panel. The figure below outlines where different issues should be appealed.

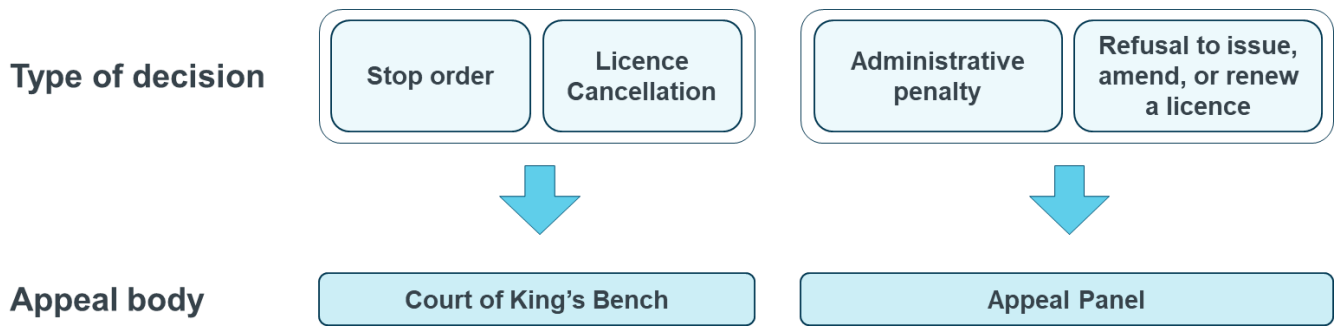


Figure 4: Appeals bodies

More information on making an appeal can be found on the Government of Alberta website <https://www.alberta.ca/continuing-care-in-alberta>.

# Part Five

## Complaints



## Complaints

Any person has the right to make a complaint to Alberta Health if they have reason to believe that a continuing care home, supportive living accommodation operator, or a home and community care provider is in contravention to the Act, regulations, or standards. Operators are required to provide information in writing about the complaints process and the protections for the complainant.

### **Complainant protection**

Operators and providers must ensure complainant protection for any person who wishes or attempts to make a complaint in good faith. No operator or provider will take, direct, or threaten to take any measure or conduct that adversely affects a person because they made a complaint or that the complaint has been made on a person's behalf.

The complainant may request that Alberta Health not share the following information with the operator, provider, or staff members:

- The name of the complainant and any information that could identify the complainant.
- If the complainant is making the complaint on behalf of a resident or individual, the name of the resident or individual and any information that could identify the resident or individual

# Part Six

## Staffing

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# Staffing

Note, this section only applies to type A and B continuing care homes. Type C and supportive living accommodations do not have staffing requirements under the Act.

## Staffing plans

Operators of type A and B continuing care homes are responsible for staffing in the way that best meets their specific resident populations' needs. In addition to the requirements for staffing plans, operators of type A and B continuing care homes are required to develop staffing plans that will support them in achieving compliance with:

- The Continuing Care Health Service Standards, including the requirements to provide qualified health care providers in Standard 8.
- Contracts and agreements, which will have requirements for staffing in type A and B continuing care homes.

In their staffing plan, the operator must demonstrate that they employ or engage the services of sufficient numbers and types of staff and ensure they are present at all times (i.e., 24/7).

Operators of type A and B continuing care homes must provide the staffing plan and any related documents upon request to a resident or their legal representative, a resident's family member, a resident and family council, or staff person.

A staffing plan must include:

- the staff required
- the number of clinical staff members required to meet the assessed needs of the residents of the continuing care home at all times
- contingency planning if the staffing requirements are not able to be met
- process for replacing staff when there are shortages
- resident/staff ratios

## Staffing requirements

There are a number of specific staffing requirements for type A and B continuing care homes.

### Clinical staff and nurse presence

Continuing care homes must have a minimum number of clinical nursing staff present.

Requirements include:

- At least two clinical staff members are required on-site and available to provide care at all times
- Type A continuing care homes require 24-7 on-site presence of a regulated nurse<sup>2</sup> who must be a registered nurse, registered psychiatric nurse or nurse practitioner (or certified graduate nurse)
- Type B continuing care homes require 24-7 on-site presence of a regulated nurse
- A charge nurse must be on-site and available to provide care at all times
- The charge nurse must be a regulated nurse

### Director of care and administrative leader

Operators may hire the most appropriate professional into the roles of director of care and administrative leader to best address the needs of the continuing care homes' residents.

Requirements include:

Director of Care (formerly known as director of nursing)

- A type A and B continuing care home operator shall employ a director of care for the home. The director of care must be a regulated health professional.

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<sup>2</sup> Regulated nurses are registered nurses, certified graduate nurses, registered psychiatric nurses, licensed practical nurses and nurse practitioners

- The director of care, or their delegate, must be on site at all times. When the director is not onsite, this responsibility must be delegated to someone who is, including the charge nurse.
- This person may also be the administrative leader.

#### Administrative Leader

- A type A or B continuing care home operator shall employ an administrative leader for the home.
- The operator must ensure that the administrative leader, or their delegate, is available at all times (on call).
- The administrative leader may also be the director of care if they are a regulated health professional.

### **Physician and nurse practitioner requirements**

In a type A home, each resident must be under the care of a physician or nurse practitioner. A type A continuing care home operator shall ensure that a nurse practitioner or physician is available to give or support clinical staff members to give prescribed health goods and services directly to residents at all times as per Continuing Care Health Service Standards standard 3.1. This is not a requirement for type B homes.

### **Medical director**

In a type A continuing care home, the operator must employ or engage a physician as medical director. A type B home operator may employ or engage a physician as a medical director.

### **Staff educator**

Operators of a type A or B continuing care home shall employ or engage an individual as an educator. To enable flexibility for operators in the provision of staff education, the educator may be any regulated health professional.



# Part Seven

## Conclusion

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## Conclusion

While we have tried to make this guide as understandable as possible, if you have questions, you are encouraged to contact Alberta Health at the Licensing and Compliance Monitoring Branch.

## Contact information

To get help, operators (or their staff) can the Continuing Care Licensing Office at:

- Email: [CULO@gov.ab.ca](mailto:CULO@gov.ab.ca)
- Phone: 780-644-8428
- Toll-free at 310-0000

Or operators can write Alberta Health at Licensing and Compliance Monitoring Branch, P.O. Box 1360, Stn. Main, Edmonton, Alberta T5J 2N3.

In addition, any Albertan can contact Alberta Health with a concern or complaint about a continuing care home or supportive living accommodation operator who may be contravening the *Continuing Care Act*, regulations or related standards by calling 1-888-357-9339, Option 3.