



# Residential Addiction Treatment Services Standards

*Mental Health Services Protection Regulation*

Residential Addiction Treatment Services Standards

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Please note: these Residential Addiction Treatment Services Standards are an interim set of Standards addressing a few key issues based on the experience of and feedback from service providers and other stakeholders. A more comprehensive set of Standards will be implemented following engagement and consultation with stakeholders, including licensed service providers.

## About these standards

The Residential Addiction Treatment Services Standards (“Standards”) are made pursuant to the *Mental Health Services Protection Regulation* (“Regulation”) under the *Mental Health Services Protection Act* (“Act”). The Standards, along with the Act and the Regulation, set the minimum requirements that a licensed residential addiction treatment service provider must comply with in the provision of residential addiction treatment services.

The Act and the Regulation define certain terms used in regulating residential addiction treatment services. For example, the Act defines “residential addiction treatment services”, the Schedule to the Act defines “critical incident” and the Regulation defines “drug”. Where defined terms have been set out in the Act or the Regulation, they are used but not defined in these Standards. These Standards do define new terms and these are set out in section 1 of these Standards.

### Definitions

1 In these Standards,

- (a) “client” means an individual who receives or has requested to receive residential addiction treatment services or other addiction treatment services from a service provider;
- (b) “Crown fiscal year” is a period of one year beginning on April 1 through to the following March 31;
- (c) “intensive treatment services” means intensive residential addiction treatment services offered or provided in a structured manner for clients with substance use or other addiction disorders;
- (d) “other addiction treatment accommodation services” means all residential addiction treatment services offered or provided to clients other than intensive treatment services, supportive recovery services or withdrawal management services;
- (e) “service provider” in these Standards means a licensed residential addiction treatment services provider;
- (f) “service type” means the type of residential addiction treatment services provided in accordance with the following categories:
  - (i) intensive treatment services;
  - (ii) other addiction treatment accommodation services;
  - (iii) supportive recovery services;
  - (iv) withdrawal management services with medical management;
  - (v) withdrawal management services without medical management;
- (g) “substance” includes alcohol or other drugs;
- (h) “supportive recovery services” means residential addiction treatment services offered or provided to clients seeking an environment in support of clients’ recovery, and may include services offered or provided before or after clients have received more intensive addiction treatment services;
- (i) “withdrawal management services” means medical or non-medical services offered or provided to manage or support an individual through the process of withdrawal from one or more substances.

### Duty to meet the needs of clients while responding to a critical incident

2 A service provider shall ensure that arrangements are in place to appropriately respond to a critical incident while continuing to meet the needs of the other clients.

### Duty of employees to report critical incidents

3 A service provider shall require employees to report critical incidents to the service provider or other persons in accordance with applicable policies and procedures of the service provider.

### **Duty to investigate critical incidents and require employees to cooperate**

- 4(1)** A service provider shall ensure that all critical incidents are appropriately investigated.
- (2)** A service provider shall require all employees to cooperate with an investigation respecting a critical incident.

### **Duty to appoint investigator and establish timelines**

- 5(1)** When a service provider becomes aware of a critical incident, the service provider shall appoint one or more investigators to conduct an investigation respecting the critical incident.
- (2)** When an investigator is appointed under subsection (1), a service provider shall provide written instructions to the investigator respecting the investigation, including
  - (a) the date by which it is anticipated that the investigation will be completed,
  - (b) the requirement that a written report be completed and provided to the service provider within a reasonable time after the investigation is concluded, and
  - (c) the date by which a written report is expected from the investigator.
- (3)** A service provider may amend the instructions to the investigator required under subsection (2) in writing as necessary to ensure a fair and complete investigation of the issues.

### **Duty to assess, plan and take follow up actions after a critical incident**

- 6(1)** A service provider shall consider any relevant information, including an analysis of the circumstances leading to a critical incident, or any findings or outcomes of an investigation respecting a critical incident, and consider whether any actions are required or recommended to prevent similar critical incidents in the future or to mitigate related risks.
- (2)** Where a service provider determines that actions are required or recommended after a consideration of relevant information as required in subsection (1), the service provider shall plan and take steps to prevent similar incidents in the future or to mitigate any related risks.

### **Critical incident response procedure**

- 7(1)** A service provider shall have a critical incident response procedure that must include the following:
  - (a) the process by which employees of the service provider must report critical incidents to the service provider or other persons;
  - (b) the process by which employees must respond to a critical incident;
  - (c) the process by which investigations must be initiated and conducted or the process respecting how decisions to initiate and conduct investigations will be made;
  - (d) the process by which matters respecting a critical incident must be documented.

### **Complaints policy and procedure**

- 8** A service provider shall ensure that its complaints policy and procedure is
  - (a) reviewed at least once every three years, and
  - (b) amended as needed based on feedback from clients and others to support a complaints process that is easily accessible to clients.

### **Training and qualification requirements for employees**

- 9** A service provider shall ensure that each employee is qualified, or completes training to become qualified, in matters needed to fulfil the employee's job duties and responsibilities based on the employee's category of employment, including:
  - (a) critical incident prevention;
  - (b) the process by which employees of the service provider must report critical incidents to the service provider or other persons;
  - (c) the process by which employees must respond to a critical incident;
  - (d) the process by which employees must document matters respecting a critical incident.

## **Duty to create and maintain records**

**10** A service provider shall create and maintain records containing the following:

- (a) in respect of each employee,
  - (i) a description of the employee's qualifications and training respecting the prevention of or response to critical incidents;
- (b) in respect of each facility or other location at which residential addiction treatment services are provided,
  - (i) a copy of the critical incident response procedure;
  - (ii) documentation of the appointment of one or more investigators and written instructions provided to an investigator under section 5, including any rationale for providing or amending written instructions to an investigator conducting an investigation of a critical incident.

## **Reporting requirements respecting service utilization**

**11(1)** A service provider's report respecting service utilization shall be submitted to a director on an annual basis, shall apply to the last Crown fiscal year and shall be submitted to a director within 60 days of the end of the last Crown fiscal year.

**(2)** The annual report respecting service utilization shall include the following information, reported in a manner that sets out the information based on the number of clients to which services were provided at each facility or other location at which the residential addiction treatment services were provided:

- (a) client demographics by service type and age group in the following categories:
  - (i) under 18 years of age;
  - (ii) 18-29 years of age;
  - (iii) 30-39 years of age;
  - (iv) 40-49 years of age;
  - (v) over 49 years of age;
- (b) total number of client admissions to and discharges from the facility or other location at which the residential addiction treatment services were provided;
- (c) length of stay of clients, including the minimum, maximum, mean and median of service provision in the following categories:
  - (i) by service type;
  - (ii) including all service types where a service provider provided more than one service type;
- (d) addiction issue which was most responsible for clients seeking the residential addiction treatment services by service type in the following categories:
  - (i) where one substance was most responsible, reporting by substance name;
  - (ii) where there was no one substance but multiple substances most responsible, reporting as polysubstance use, with names of substances included;
  - (iii) where the issue most responsible was not a substance use issue, reporting by name of process addiction;
- (e) other addiction issues of clients seeking the residential addiction treatment services not reporting under subsection (d) by service type in the following categories:
  - (i) all additional substances used, reporting by substance name;
  - (ii) polysubstance use, with names of substances included;
  - (iii) process addiction issues, reporting by name of process addiction;
- (f) primary reason for discharge of clients from residential addiction treatment services in the following categories:
  - (i) client completed recommended treatment services;
  - (ii) client self-discharged;
  - (iii) client discharged by the service provider prior to completion of recommended treatment services as the client was assessed as not meeting or unable to meet expectations of the service provider;
  - (iv) client discharged by the service provider as a result of client using substances or client engaging in activities associated with the client's process addiction;
  - (v) client discharged as the client was experiencing or recovering from an illness that impacted the client's ability to participate in the service provision or posed a risk of infection to others;
  - (vi) client transitioned to another service provider;

- (vii) client transitioned to another facility or other location at which residential addiction treatment services are provided by the service provider;
- (viii) client admitted to hospital, including reasons for the admission if known to the service provider;
- (ix) client incarcerated;
- (x) death of client;
- (xi) other, which shall include the reason for the discharge.

### **Reporting requirements respecting critical incident investigations**

**12(1)** In addition to section 5 of the Schedule to the Act and section 53 of the Regulation, subject to subsection (2), a service provider shall ensure that an additional report respecting a critical incident, including a summary of any findings of the investigation, is submitted to a director after an investigation respecting a critical incident has been concluded and a report from an investigator has been received and reviewed by the service provider.

**(2)** A service provider is exempt from the requirement to submit an additional report to a director after an investigation respecting a critical incident has been concluded and a report from an investigator has been received and reviewed by the service provider if a report previously provided to a director by the service provider under section 5(4) of the Schedule to the Act includes all of the information required under subsection (1) and an additional report would contain no new information.

### **Reporting requirements respecting complaints received from clients**

**13(1)** A service provider's report respecting complaints received from clients or persons acting on behalf of clients, shall be submitted to a director on an annual basis, shall apply to the last Crown fiscal year and shall be submitted to a director within 60 days of the end of the last Crown fiscal year.

**(2)** A service provider's annual report respecting complaints received from clients or persons acting on behalf of clients, shall include the following information:

- (a) the number of complaints received;
- (b) the number of complaints as related to the following categories:
  - (i) service delivery;
  - (ii) client abuse or neglect;
  - (iii) staffing issues;
  - (iv) medical issues, including those related to medications;
  - (v) client safety issues;
  - (vi) state of the facility or other location at which the residential addiction treatment services are provided;
  - (vii) failure to respond to a complaint or, in the complainant's opinion, to address a complaint adequately;
  - (viii) other;
- (c) the number of complaints resolved;
- (d) the number of complaints outstanding.