

## Community Care Licensing - Frequently Asked Questions

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### **Q: What is a licensed community care facility?**

A licensed community care facility is a premises, or part of a premises, where care is provided to three or more individuals, not related by blood or marriage to the caregiver.

### **Q: What does Community Care Licensing do?**

The Community Care Licensing program protects and promotes the health, safety and well-being of vulnerable children, youth and adults in licensed care facilities. We do this through education, collaboration and regulation. The Licensing program is responsible for monitoring compliance of licensed facilities with the *Community Care and Assisted Living Act*, the Community Care and Assisted Living Regulation, the Child Care Licensing Regulation and the Residential Care Regulation. The *Act* and Regulations set forth a standard which all licensed facilities are required to meet.

### **Q: What do Licensing Officers do?**

Licensing Officers monitor facilities through an inspection process and perform other duties outlined in the *Community Care and Assisted Living Act* including investigating complaints of unlicensed facilities or unsafe, abusive, inappropriate care allegations, reviewing new applications, ensuring that licensees follow-up with corrective action and considering exemption requests.

### **Q: What is the role of the Licensee?**

The Licensee is responsible for ensuring that their facility complies with the *Community Care and Assisted Living Act* and Residential Care Regulation or the Child Care Licensing Regulation. Licensees may delegate this responsibility to a Manager who is responsible for the day to day operation of the facility.

### **Q: Is there funding available to help me start my community care facility business?**

Although available, Licensing Officers do not have a role in funding. Please refer to the [Ministry of Children and Family Development website](#) for child care information. For residential care funding, contact the agency or department that is responsible for the type of care you wish to provide in the area in which you plan to operate (e.g. Mental Health and Substance Use – Interior Health Mental Health and Addictions Services; Long Term Care – Interior Health Residential and Assisted Living Program or Community Living BC).

### **Q: Can I care for more than two children while I go through the application process? (Child Care)**

Applicants who are actively pursuing a license may only provide care to two or less individuals, not related by blood or marriage to the caregiver until a community care facility licence has been issued. A licence is issued after all legislative requirements have been met.

**Q: When can I begin advertising?**

You are not permitted to open or advertise as a licensed care facility until you have received a licence.

**Q: Can I submit an incomplete application?**

Yes, however it is best to submit a completed application package to Licensing Direct. Incomplete packages may be delayed. If you are struggling with the application process, contact [Licensing Direct](#) to discuss the challenges and how you can move forward in the application process.

**Q: How long will it take to process my application?**

A number of steps must be completed after an application for licence has been submitted. The time for completing these steps will vary for each applicant depending on the complexity of the application. The process could take several weeks to months.

**Q: Is a community care facility licence transferable?**

No, a community care facility licence is issued for a specific premises (address) and licensee. When there is a change of licensee or facility address, a new application for licence is required.

**Q: What should I do if there is a change in the information I submitted for my application?**

Notify licensing immediately if there are changes to the information you provided.

**Q: How often are facilities inspected?**

Licensing staff prioritize work according to the level of risk in a facility. The level is assessed based on – investigations, inspections, applications, exemptions, etc. Facilities with a history of non-compliance receive more frequent routine inspections.

**Q: Do I need to notify Licensing if there is a change of facility manager**

Should a facility manager resign or expect to be absent for at least 30 consecutive days, you must notify your licensing officer.