

Agency Service Coordination Manual

6.5 Residential Care Licensing

Background

The Residential Care Facilities Licensing Regulation 484/88R (hereafter referred to as Regulation) of the Social Services Administration Act outlines the standards for residential care facilities in Manitoba. The Regulation was enacted to ensure adults who are living with mental disabilities or mental disorders receive care and supervision in the community. Residential Care Licensing (RCL) is the program responsible for oversight and support with respect to this legislation. Please refer to the Residential Care Licensing (RCL) Manual for a comprehensive description of the standards and procedures that have been developed to ensure the health, safety and well-being of the residents in care.

Process

For the purposes of the Service Coordination Pilot Project, all RCL standards and procedures will remain the same. In absence of day-to-day case management of a Community Service Worker (CSW), the following process changes will apply:

Annual Reviews

- RCL will continue to conduct annual reviews of Letters of Approval (LOA) and licences that have been issued to ensure compliance with licensing standards and program expectations. This includes making recommendations for follow-up as required.
- In the event a concern or compliance issue is identified during an annual review, the RCL coordinator/case manager will work directly with the agency to address the concern.
- The RCL coordinator may choose to involve the Service and Support Navigator (SSN) in situations where concerns have been identified related to:
 - the safety and well-being of the resident(s);
 - ongoing compliance issues with limited follow up by the service provider; and/or
 - monitoring of the facility by the service provider in general.
- Where RCL has requested involvement of the SSN, they will work with the agency on a supportive, consultative basis to address concerns identified by RCL.

Incident Reporting

- Incident reports will be submitted to RCL using the Secure Email Transfer Service (SETS), as described in the Incident Report procedure of this manual as

well as the Information Sharing procedure.

Protection

- In the event there is a concern or allegation of abuse or neglect within a residential care facility, the initial report as well as the incident report should also be sent to RCL, as described in the Protection from Abuse and Neglect procedure of this manual.

Standards

- Agency designate contact information (name, role, phone number, email) must be clearly listed in each home, in order to ensure RCL is aware who to contact following a review.
- RCL staff will communicate directly with the agency designate, unless additional support is required from the SSN. RCL staff will use their judgment as to when the involvement of the SSN is required.
- Where RCL has requested the involvement of the SSN, the RCL Case Manager will include both the agency designate and SSN in communication. Otherwise, recommendations will be provided to the agency designate only.
- Upon receipt of a summary of concerns from RCL, as well as any recommendations, the SSN will connect with the agency designate within five (5) working days.
- The SSN will continue to follow-up with the agency designate at pre-determined intervals until all issues identified by RCL are resolved. The frequency of follow-up will depend on the severity of identified concerns and will be communicated to the agency designate in the initial communication above.
- The SSN will update the RCL Case Manager on progress made to resolve identified concerns.