

LICENSING CONNECT

Community Care Facilities Licensing | Residential Care

June 2024



Summer

Message from the Regional Manager

Greetings!

Summer has arrived and if you're like me its quick arrival has caught me by surprise and yet I am still excited about upcoming summer experiences. Summer is an exciting time and provides many opportunities to explore this beautiful island we call home or simply enjoy the island's beauty from quiet patios or gardens.

Whether exploring the island on a field trip, or just enjoying a cool afternoon out in the garden this time of year can be very challenging for our most vulnerable populations. With increasing temperatures and changes to the quality of air as it relates to wildfire season, seasonal preparedness is key to ensuring the health and safety of those in your care.

You will find in this issue of Licensing Connect some resource tips to support you this summer related to increasing temperatures and air quality. Additionally, please keep your eye out for email blasts with additional emergency and climate management planning and response resources in the coming weeks.

If you have any questions regarding this newsletter or the resources, please feel free to reach out to your Licensing Officer. If you would like to request a hard copy of this newsletter, please email us at CCFLCommunications@islandhealth.ca.

Thank you for taking the time to read this issue of Licensing Connect, enjoy the summer!

*"Of all the paths you have taken in life,
make sure a few of them are dirt." ~ John Muir*

Happy Summer,
Michelle Dennis, BSW, MA Ed. | Regional Manager

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Licensing Lingo

What is a Licence Amendment?

By: Jaclyn McColl
Residential Care Licensing Officer

The reasoning behind the requirement of the continuing duty to inform under Section 9 in the Residential Care Regulation is to notify Licensing of any changes.

Changes to the Licence could include:

- Increase or decrease in the number of persons in care (i.e. 6 -> 8).
- Change in service type (i.e. Child and Youth -> Community Living).
- Change in Manager.

Notification is important as changes could affect legislative requirements and/or requirements in the other areas. i.e. fire.

For example, if there is a requested increase in maximum capacity, this can impact the floor space needed, bedroom occupancy, and bathroom requirements noted in legislation.

According to Section 9, Licensing requires notice if there is a change at the facility. For example:

- Plans for any structural changes to the facility requires the Licensee to submit the floor plans to Licensing for review.

Did You Know?

If you plan on making any changes to your Community Care Facility licence, the Community Care Facilities Licensing Program needs to know!

- Plans to suspend a licence (temporarily or permanently) requires at least one year written notice to Licensing, persons in care, representatives or contact persons.
- Plans to reduce or expand or substantially change the nature of services requires at least 120 days written notice to Licensing, persons in care, representatives or contact persons.
- Plans to sell, lease or transfer control of a facility requires at least 120 days written notice to Licensing, persons in care, representatives or contact persons.

In addition, if there is a change in basic data for example the Licensee Contact, mailing address or email address, please let Licensing know so we can provide you with a Data Amendment form to complete. The up to date information ensures that Licensing's information is current and sent to the appropriate people.

When in doubt, give Licensing a call to discuss!

June

Brain Injury Awareness Month

National Health and Fitness Day
June 4

World Environment Day
June 5

July

Canada Day
July 1

National Injury Prevention Day
July 5

International Self-Care Day
July 24

August

British Columbia Day
August 5

International Youth Day
August 12



Flood & Emergency Preparedness



During January 2024, there were multiple days with cold-weather warnings issued for the province, including the Island Health region. At some points across the region, temperatures dipped to below -20°C , and the cold weather persisted for days. Due to the abnormal weather for the region, multiple facilities experienced cold weather-related disasters, the majority of which were related to water pipes bursting, causing extensive flooding and damage to facilities.

As the climate change crisis continues, it is expected to see more extreme weather-related events, which could lead to fires, floods, and/or power outages. Climate-related emergencies impact all of us; however, the impacts on persons in care can be compounded as individuals may rely on the aspects of the facility, such as electricity, in order to power equipment like mobility devices, lifts, food processing equipment, elevators and communication devices, to name a few.

As per section 51 of the Residential Care Regulation, a Licensee is required to have an emergency plan that outlines how to prepare for, mitigate, respond to and recover from an emergency. As it is the Licensee's responsibility to ensure the health, safety, and dignity of persons in care at all times, here are a few things to consider in order to prepare for a review of emergencies:

- Based off of the structure of your facility, what are the areas/items that could cause a disaster?
 - What type of water pipes do you have at your facility, and could they withstand extreme cold?

- If you have a basement or below-ground level area in your facility, are there any ways to mitigate potential flooding (i.e. snow removal, maintaining windows, maintaining drains, and foundational issues)?
- If your facility has multiple levels, is there anything that can be implemented to isolate the potential damage of an event (such as water diversion strategies, fire walls, and a sprinkler system)?
- Are there heat-mitigation strategies at your facility?
- Does your facility have an evacuation plan included in their emergency-response plan?
 - What would an evacuation look like?
 - Is there another facility/hotel/area you could evacuate persons in care to?
 - Who would be 'in-charge' of an evacuation?
- Are staff trained for evacuation scenarios?
- What materials would be needed to meet the needs of persons in care in an emergency?
 - Is there an emergency contact list for persons in care, an up-to-date information on their care needs and medications?



Flood & Emergency Preparedness



In the event of a ‘service delivery problem’ at your facility, such as a flood, here are some things your Licensing Officer would want to know:

- What is the extent of the damage to the licensed areas?
 - What areas for persons in care were damaged (bedrooms, activity/leisure areas, dining rooms, lounges, bathrooms)?
 - Are there any renovations/remediation needed, and what will that process entail?
 - What will the impacts be to persons in care?
 - What is the estimated time of completion for repairs (if needed)?
 - If the sprinkler system is required to be turned-off, is the Fire Department aware, and is there a designated ‘fire-watch’ individual?
 - Were there any persons in care displaced, where to, and how many?
 - Have there been any transfers of care (i.e. to another facility, to hospital, or to a relative’s home)?
 - Has there been any interruptions in other services, such as dining or bathing?

In the event persons in care have been, or need to be displaced from the facility, here are a few things to keep in mind:

- If persons in care are temporarily relocating to another licensed facility, the total number of persons in care cannot exceed the maximum capacity as stated on the licence for that facility.
- Is the facility you’re relocating some persons in care to a different service type (i.e. a long-term care person in care temporarily locating to a mental health facility)?
 - If the facility has a different service type, then the Licensee of the facility would need to submit a change in service-type amendment, prior to relocating the persons in care.
 - If you already have ‘agreements’ with other facilities in the case of relocating persons in care, or are needing to plan potential relocation areas, you may want to review and ensure the service type(s) of your facility and the other facility are compatible.

If you have any questions or concerns around emergency planning and management, please contact your Licensing Officer for further information and guidance.



By: Jessa Broeren – Residential Care Licensing Officer





Oral Care for Adults - Fluoride

By: Brenda Wisdom - Senior Dental Hygienist
Public Health Dental Program, Island Health



Fluoride helps to prevent tooth decay and maintain a healthy mouth.



Adults with complex care needs are at risk for tooth decay for many reasons. Daily mouth care as guided by Oral Care Plans can prevent tooth decay, gum disease and support better overall health outcomes. But,...what about fluoride?

When care staff and families are supporting individuals to brush their teeth, should toothpaste with fluoride be used? Is there fluoride in the water in Vancouver Island areas?

- Yes, the use of fluoride toothpaste is recommended in BC.
- No, we do not have fluoride in our drinking water.

Fluoride is a naturally occurring mineral, that when utilized as a tooth decay prevention tool (present in toothpaste) can reduce the risk of experiencing tooth decay. In BC, less than 2% of individuals have fluoride in their drinking water. In Vancouver Island area, this number drops to 0%.

Because we do not have fluoride in the water, brushing with fluoride toothpaste is one of the most effective ways to prevent tooth decay. The World Health Organization (WHO) recognized fluoride toothpaste as an essential medicine, providing further evidence that fluoride is an affordable, safe, and effective means of preventing tooth decay.

How Does It Work?

Tooth enamel gets its strength from calcium and phosphorus and fluoride crystals that make up the outer surface of each tooth.

Adults with complex health care needs may have unique circumstances that decrease their ability to keep tooth enamel strong. Decreased saliva flow, tooth crowding and/or behaviors that make mouth care difficult are a few examples. Every time we eat or drink anything (except water), the germs (bacteria) living in the mouth use the sugars to live. In the process, they create an acid that removes minerals from the teeth. For an individual with a “normal” saliva flow, it takes about 20 to 30 minutes for the acid levels of the mouth to return to neutral after each snack or sip, and may take longer if sticky foods are eaten.

Saliva (liquid in the mouth) is important to reducing acid levels in the mouth and providing new minerals to help rebuild tooth enamel after each acid attack.

Fluoride crystals are similar to the other “healing” minerals in saliva and they help to build more strength into the tooth enamel. Fluoride also kills bacteria that causes both gum disease and tooth decay.





So many options... Which toothpaste is the right one?



The State of Community Water
Fluoridation across Canada

Most individuals benefit from use of a fluoride toothpaste, so unless there is a directive in the oral care plan not to use fluoride toothpaste...fluoride toothpaste should be used.

Some individuals may have directives in care plans to use special toothpastes. Examples may include:

- Toothpaste that provides mouth moistening for individuals with dry mouths.



- A low foaming toothpaste (for individuals with dysphasia).



Products such as these also have fluoride in them, but some do not. Labels should list fluoride as an ingredient and in most cases should be used.

The primary role of toothpaste in mouth care is to:

- Support the removal of bacteria and food debris from teeth
- Deliver cavity fighting fluoride
- Anti-bacterial agent (kills bacteria in the mouth)
- Moisten the mouth (Biotene products)



How Much Do I Use?

Most clients should have their teeth brushed using a small pea size amount of a fluoride containing toothpaste.

For clients who request that the toothpaste be placed on their toothbrush repeatedly during mouth care, use a smear of toothpaste only.

New & Pending Managers



REGISTER
HERE

Information Sessions

Community Care Facilities Licensing offers free Information Sessions for individuals who are interested to learn about how to start up a Residential Care facility or become a Manager of a Residential Care facility in Island Health.

Thursdays
9am-12pm

July 25
September 26
November 28

Information sessions are facilitated by a Residential Care Licensing Officer to a minimum of five participants.

For more information or to register for an Information Session, please call the Community Care Facilities Licensing Program to identify the Information Session date that you are interested in attending.

Central/North Island: 250-739-5800

South Island: 250-519-3401

Extreme Heat

On May 13, 2024, Licensees received an email with letters related to health advice and updated resources on smoke and heat planning and mitigation that was developed in collaboration with [Island Health](#), [First Nations Health Authority](#) and [Health Emergency Management BC](#).

CLICK HERE

CLICK HERE

BC Heat Alert Response System (BC HARS)



Alerts the public of heat risk in two levels:



- Heat Warning
- Extreme Heat Emergency

Most vulnerable to extreme heat are people who:

- Live alone or are socially isolated
- Are over 65 years of age
- Are materially or socially deprived
- Live with a disability or reduced mobility
- Have cognitive impairment
- Are chronically ill (i.e. heart disease, diabetes)
- Use substances or take specific medications
- Work outdoors or in hot environments
- Live with mental illness (i.e. schizophrenia, depression, anxiety)
- Are infants, young children or pregnant

Signs, symptoms & recommended actions for heat related illness:

Mild to Moderate Heat - related illness

- Heavy sweating, headache, muscle cramps, extreme thirst, dark urine
- If symptoms develop, seek a cooler environment, drink plenty of water and use water to cool your body. Wear a wet shirt or apply damp towels to cool your skin



Severe Heat - related illness

- High body temperature, confusion, dizziness, fainting and flushed skin with no sweating

This is a medical emergency - call 911

- While waiting for help, cool the person right away by moving them to a cool place, if you can; apply cold water to large areas of the skin

➔ **Beat the Heat**
Check Your Symptoms ←

HEAT

Preparing for heat events



Click on the blue links for more information!



Subscribe to Heat Alerts

- [WeatherCAN](#)
- Set up custom notifications for staff



Update emergency plans

- Develop or adopting resources on heat and health, in print and online



Train staff and volunteers to conduct health checks during extreme heat events

- [National Collaborating Centre of Environmental Health](#)



Apply for BC Hydro's Free AC Program

- At-risk community members may apply to receive a free portal AC unit
- Based on age, income levels and home health referrals



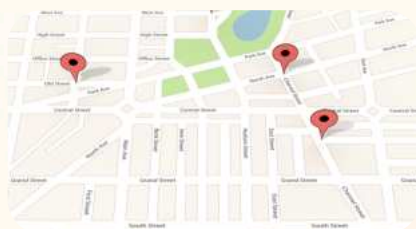
Monitor local weather conditions

- [Environment Canada](#)



Identify nearing cooling shelters

- [EmergencyInfo BC map](#)



Have heat resources available for vulnerable populations

- [Service providers](#)
- People living with schizophrenia
- [People who use substances](#)
- [People with a range of medical conditions](#)



Create a Cool Kit

- [Use tips and tools to cool down on hot days](#)



Plan ahead for cooling centres

- Identify public air-conditioned buildings including community centres, libraries and swimming pools

Sustained exposure to temperatures 26 degrees Celsius is safe

Sustained exposure to temperatures 26 to 31 degrees Celsius may pose a risk for the most vulnerable

Sustained exposure to temperatures over 31 degrees Celsius should be avoided for vulnerable populations



Wildfire Smoke

Wildfire smoke can impact people of all ages in various ways. Reducing exposure to wildfire smoke is the best way to protect population health.

 *Click on the pink links for more information!*

Preparing for wildfire season



BC Health and Smoke Exposure
Coordination Committee

Improve the indoor air quality of your facility and develop smoke readiness plans

- [Protecting Building Occupants from Smoke During Wildfire and Prescribed Burn Events](#)
- Ensure building ventilation, heating and air conditioning systems are well maintained and functioning
- See Health Canada's guidance on creating cleaner air spaces during wildfire smoke events.

Maintain situational awareness and monitor conditions

- [Air Quality Health Index](#)
- [Air quality Health Index map](#)
- [Smoky Skies Bulletin](#)
- [Smoke Forecast mapping](#)
- [WeatherCAN app](#)
- [Air Quality Map](#)
- [Wildfire Smoke and the Air Quality Health Index](#)

Develop a community wildfire smoke response plan

- Recognize the signs of illness from wildfire smoke and communicate your response plan with community members ahead of time
- Encourage people with asthma to complete an asthma action plan



Health Effects of Wildfire Smoke

- [Wildfire smoke is a complex mixture of different air pollutants that can impact people of all ages.](#)
- Wildfire smoke may also impact mental health leading to increased anxiety, depression and feelings of stress or frustration



Engage in personal preparedness

- [Get Prepared BC's Wildfire Preparedness Guide](#)
- Reduce outdoor activity during periods of poor air quality



Signs & Symptoms

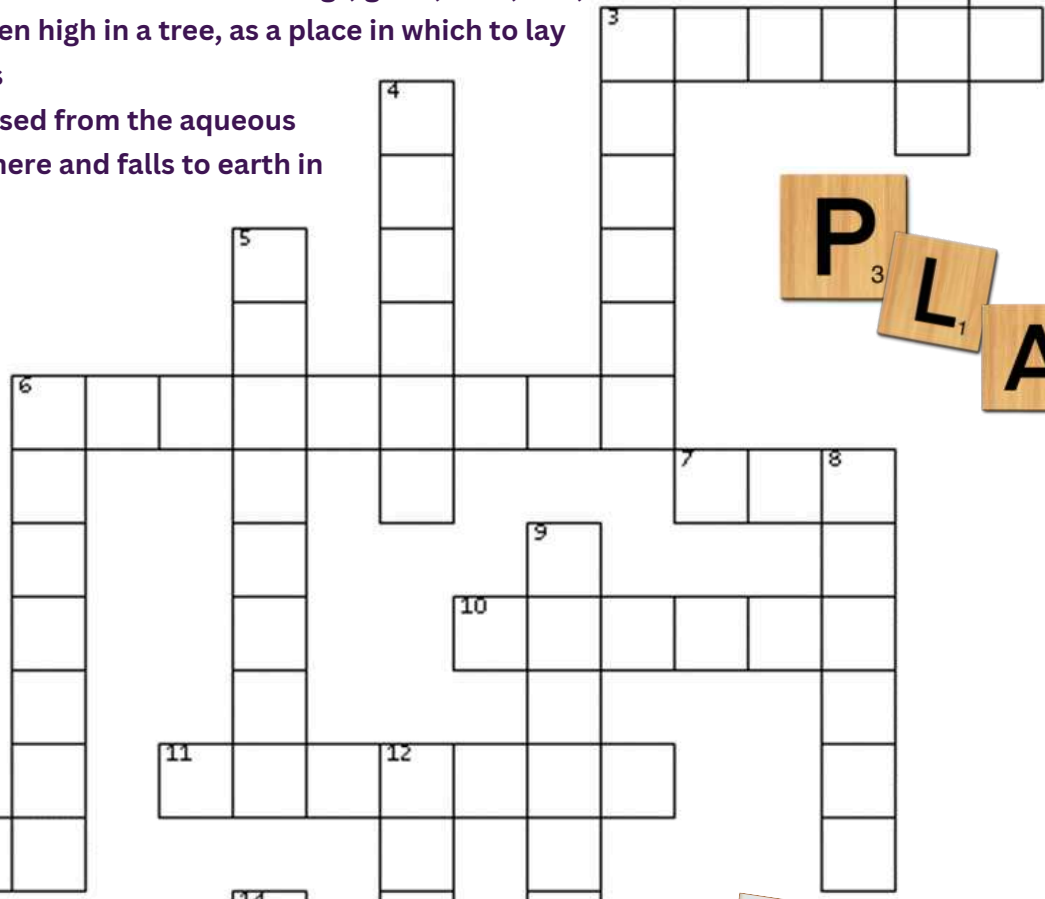
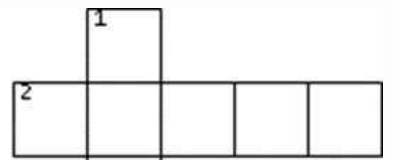
- **Mild** - Eye irritation, runny nose, sore throat, wheezing, mild cough, headaches
 - Reduce exposure by reducing outdoor activity and implementing indoor air cleaning
- **More Severe** - Shortness of breath, bad cough, dizziness, chest pain, fast beating or fluttering heart
 - Seek Medical Attention

C R O S S W O R D



ACROSS

- 2. Any of a variety of confections made with sugar, syrup, etc
- 3. A color having a soft, subdued shade
- 6. Any of several large, hairy social bees of the family Apidae
- 7. The roundish reproductive body produced by the female of certain animals, as birds and most reptiles
- 10. An annual Christian holiday
- 11. To live temporarily in or as if in a camp or outdoors, usually for recreation
- 13. Usually more or less circular structure of twigs, grass, mud, etc., formed by a bird, often high in a tree, as a place in which to lay and incubate its eggs
- 15. Water that is condensed from the aqueous vapor in the atmosphere and falls to earth in drops



- 4. The blossom of a plant
- 5. A light, small, portable, usually circular cover for protection from rain or sun
- 6. A bunch of flowers
- 8. A plot of ground, usually near a house, where flowers, shrubs, vegetables, fruits, or herbs are cultivated
- 9. Arc of prismatic colors appearing in the sky opposite the sun and caused by the refraction and reflection of the sun's rays in drops of rain
- 12. An excursion or outing in which the participants carry food with them and share a meal in the open air
- 14. A young sheep

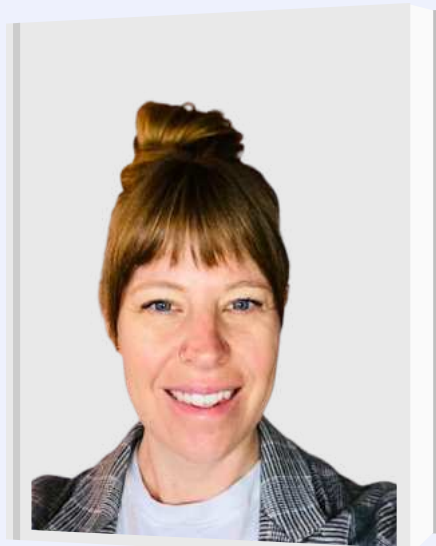


LO CORNER

What is your favourite part of being an LO?

I love travelling all over the Island and connecting with the different service providers and communities who are working hard to deliver services to vulnerable persons in care. With my background in Child and Youth Counselling and as a Registered Clinical Counsellor, being an LO gives me the opportunity to use my counselling skills to connect with the Licensees, Managers and front line staff.

I love being part of a team that ensures that persons in care receive quality care and the systems in place are operating within the standards of the Legislation and from best practice.



Lindsay Visser
Residential Care Licensing Officer



What brought you to the world of Licensing?

I graduated from Practical Nursing in my early 20's and spent most of my career working in Long Term Care Facilities in Duncan and Victoria. I enjoyed this line of work as I was able to connect with persons in care, leadership members, stakeholders and Licensing Officers.

As my career progressed, I moved into and managed multiple community living facilities, learning more about public health and the Licensing Officer's role. I became interested in legislation and how it was incorporated to ensure the health and safety of the persons I cared for.

I enrolled in the Advanced Specialty Certificate Community Care Licensing program at the Justice Institute of BC and graduated in March 2021. While completing my education, I was hired as a Licensing Officer and have thoroughly enjoyed the role ever since!



Erin Horne
Regional Senior Licensing Officer



Resources



The Incident Reporting Portal is Coming Soon! Stay tuned!

Preparing for Heat Events

- BC Centre for Disease Control information for different types of heat alerts

Cooling Centres in Communities

- Emergency Management of BC list of cooling centres in communities



Extreme Heat Preparedness Guide

- Guide to be prepared for heat by PreparedBC

The State of Community Water Fluoridation across Canada

- A 2022 report prepared by the Office of the Chief Dental Officer of Canada, Public Health Agency of Canada



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