

PART 3

REQUIREMENTS AND STANDARDS

Sections 17 - 22

Facility Management

Commentary

The licensee is responsible for the operation and management of the child care facility including the provision of a suitable program for residents; and personnel and financial management.

Licensees, or managers appointed by corporations, must be present in the facility on a regular basis, and available to ensure the ongoing operation and management of the facility. If temporarily unavailable, another individual must be appointed to perform those duties required to maintain the ongoing operation of the facility.

Standard

An annual review of services is completed by the Licensee, which is documented and based on client statistics, measures and outcomes.

Guideline

The following information should be included in the review of services:

Admissions	details regarding reasons for placement, goals, number of previous placements, and day program involvement;
Incidents	tracking of incidents by shift/end, time of day, or weekend/weekday: type - proximity to treatment conference, disclosure, medical involvement (check for cycles);
Unplanned Absences	details related to occurrence such as shift/end, start of the day, or weekend/weekday: from where: proximity to treatment conference, Court, disclosure, significant date, number of days absent, and how the child returned - self, staff or police;
Restraints	details on when they occurred - shift, time of day, weekend / weekday: reason for restraint - eg. Harming staff or others, and the staff involved;
Grievances	details on: who filed them, staff or resident, issue, resulting changes;
Staffing	details related to absences/sick days and overtime;

PART 3

REQUIREMENTS AND STANDARDS

Discharges details related to: reason for discharge; number of days care - cross referenced with reasons for placement; where placed; planned/ unplanned; number of days care - cross referenced with reasons for discharge.

STAFFING

Qualification and Criteria

Standard

1. The following qualifications shall be considered the criteria for staff competency. All staff shall demonstrate a level of skill in each area which is consistent with the needs of their position, job function and responsibilities. Staff responsible for the care, supervision or safety of residents shall minimally meet the following qualifications:
 - a) language, writing and comprehension skills at a level necessary for effective communication and the maintenance of required written records;
 - b) been provided with an orientation to licensing legislation, regulations and Standards, facility policies, procedures, routines and responsibilities, conducted by the licensee;
 - c) provided a Criminal Record Check dated within three months prior to commencing work (refer to Appendix B);
 - d) provided a Child Abuse Registry check dated within three months of commencing employment (refer to Appendix C);
 - e) Certification in First Aid and CPR which meets the requirements of the Canadian Red Cross, Emergency First Aid Course;
 - f) consents to the release of information about their previous employment or volunteer work;
 - g) provides character references; and
 - h) is an adult who is medically, physically and emotionally able to do the required work.

PART 3

REQUIREMENTS AND STANDARDS

Volunteer Services

Standards

Volunteers are used where the varied skills of unpaid personnel support and supplement the efforts of the facility's paid employees. Such non-paid positions are not used as an alternative to paid staff.

Selection of volunteers is based on criteria, interviews and reference checks including a criminal reference check. Sections b,c,d,f,g, & h of the above Standards apply to the selection of volunteers.

If information is made available to the licensee or the director which suggests an employee, volunteer or other individual associated with the facility, may compromise the safety of the children or their ability to perform their duties, the licensee or director may request that person consent to subsequent criminal record check, child abuse registry check and/or a prior contact check.

Trainees

Standard

The facility ensures trainees in the program adhere to all service Standards.

Commentary

These specific criteria and requirements related to staffing are intended to ensure that child care facilities have completed an adequate screening process which will assist them in determining the person's ability to discharge their responsibilities and evaluate if the person may be a risk to the residents.

It would normally be expected that three references are provided. At least one of these reference checks should be completed through a personal contact and one to include the most recent employer.

It is recommended that all employees be certified in non-violent crisis intervention.

The selection, appointment and promotion of employees must be made on the basis of competency, experience, personal suitability and in keeping with the qualifications for the position.

PART 3

REQUIREMENTS AND STANDARDS

Staff Functions

Standards

1. The Licensee shall determine and ensure that staff are on duty 24 hours a day in sufficient numbers to maintain the established level of care and to carry out the functions as provided in the following guidelines.
2. The Licensee shall obtain the written approval of the director to allow night staff to sleep during their assigned shift.

Guideline

The staff functions described in this section refer specifically to those functions required to meet the licensing Standards and regulations. Child care facilities providing service to child and family service agencies are expected to maintain staffing levels which are consistent with the designated level of care of the facility (see Appendix E).

Night staff are required to be awake during their entire shift to ensure the safety of the residents. Additional consideration should be given to the following circumstances:

- (i) any resident requires monitoring or supervision overnight due to an illness or behaviour problems; and
- (ii) the "building layout" precludes staff from hearing residents or events and responding appropriately.

Night duty staff shall make regular rounds.

Requests to vary this requirement, with the accompanying justification must be submitted in writing to the director.

Care and Supervision - includes but is not limited to:

- Assisting residents with the activities of daily living, i.e. selection of clothing, dressing, hygiene, grooming, bathing;
- monitoring and/or administering medication; monitoring basic medical care and follow-ups;
- general supervision, guidance and direction to residents;
- ensuring that fire safety and public health Standards are maintained;
- maintenance of required records;
- consulting with supervising agency, licensing authorities and other agencies involved with the care of residents;
- encouraging residents to participate in social/recreational activities.

PART 3

REQUIREMENTS AND STANDARDS

Dietary/Food Service - includes but are not limited to:

- Maintenance of menu, and menu planning including noting changes in menu;
- preparing and serving food;
- preparing special diets;
- consulting with food service specialists, and licensing personnel as required;
- clean-up of food preparation and eating areas;
- dishwashing.

Domestic Support/Facility Maintenance - includes but are not limited to:

- Daily cleaning of the facility; vacuuming, dusting, sanitizing of food preparation areas and bathing facilities;
- refuse collection and disposal;
- scheduled weekly, monthly and seasonal cleaning maintenance tasks;
- bed making and changing of linens; and
- laundry.

Position/Job Description

Standards

1. The licensee of a child care facility shall develop staff position/job descriptions that shall be used as the criteria for the hiring of staff. The licensee shall ensure that the Standards contained in the regulation are fully addressed in the job descriptions.
2. Position descriptions shall include:
 - position title (i.e. care/supervision, dietary, domestic);
 - **objectives** - measurable end results of a series of activities;
 - reporting lines and **key relationships** - those individuals not in a direct line but are significant to achieving objectives ;
 - responsibilities and activities including decision making and problem solving required to perform activities; and
 - qualifications required, including minimum formal education and other key skills or knowledge.

The position descriptions are reviewed annually and revised as required.

Sections 23 - 25

PART 3

REQUIREMENTS AND STANDARDS

FACILITY RECORDS

Commentary

Due to the nature of the living environment and the need to ensure continuity of care and appropriate information sharing, the licensee is required to maintain records for internal and agency purposes.

Standards

1. The licensee maintains a record which reports admissions, discharges and absences.

Guideline

Child care facilities are required to maintain a daily attendance sheet. Where funded by the Department of Family Services and Housing, attendance sheets will be submitted with monthly invoices. In all other situations, these forms will be maintained by the facility and be made available to the director as required.

2. The facility initiates and documents all treatment conferences, and ensures the agency receives a copy of the documentation with 10 working days of the scheduled conference.
3. The facility maintains a cumulative care file for each child placed which is consistent with the requirements of Section 26 of the Child Care Facilities (other than Foster Homes) Licencing Regulation.
4. The facility has a clothing requirement list at admission and records purchases while a child is in placement.

Guideline

Receipts for clothing purchases should be maintained on the resident's record.

5. The facility records any grievance or complaint made against it.
6. Subject to Section 32(1) and (2), the facility maintains separate logs of all locked rooms which includes name of child, circumstances precipitating, time of isolation/locked room, staff involved, five-minute intervals description of child's behaviour while in the room, time of leaving, time placing agency or jurisdiction notified. Verbal notification to be made within 24 hours.

PART 3

REQUIREMENTS AND STANDARDS

7. The facility has a clothing requirement list at admission and records purchases while a child is in placement.
8. The facility maintains a full description of all physical restraints and summarizes these at quarterly review conferences.
9. All incidents are recorded by the facility and submitted in accordance with Standards and regulations.
10. Any monies from a child's earnings designated as offset revenue for the child's boards and room are recorded by the facility.

Financial Records

Standards

1. Facilities funded by the Department of Family Services and Housing shall provide the director with reports and financial statements in accordance with Agency Reporting Requirements.
2. Licensees operating facilities not funded by the Department of Family Services and Housing are required to maintain complete and accurate records which are in accordance with generally accepted accounting principles.

These records shall be made available to the director upon request.

3. Where the licensee assumes responsibility for resident funds, the licensee shall maintain individual records for each resident.

The licensee and staff shall not borrow monies or valuables from a resident.

PART 3

REQUIREMENTS AND STANDARDS

Guideline

Resident monies or securities may include, but are not limited to:

- private funds or securities
- Social Allowance, personal and clothing
- Special needs monies
- Public Trustee disbursements

Receipts shall be issued and retained.

Where a licensee assumes responsibility for the management of a resident's monies or valuables, the licensee shall ensure their secure storage.

Residents' records

Sections 26 and 27

Admission documentation

Standards

1. The licensee of a facility shall maintain a record for each resident which is consistent with the requirement identified in Section 26(1) of the regulation. The licensee ensures that wherever possible the information is obtained prior to, or at the time of admission:
 - requirements of Section 26 (1), (a), (b), (c), (d), (g), and (h);
 - the name and telephone number of a physician to contact in the event of accident or illness; and
 - any medications and therapeutic diets prescribed by, and any special instructions given by the resident's physician; and
 - any medical disabilities, allergies, or conditions made known to the operator by the resident, his physician, or next of kin, or placing agency or jurisdiction.
2. The information in the residents' records shall be **kept current and updated as changes occur in the residents' status or condition.**
3. This information shall be readily accessible for staff to reference.

PART 3

REQUIREMENTS AND STANDARDS

Residents' records at other child care facilities

Commentary

The director will identify the specific requirements for residents' records maintained by child care facilities designated under Section 2(c) of the regulation at the time of application for licence.

Consideration will be given to the nature of the program and the services provided, the characteristics of the residents and the degree and nature of monitoring provided by the placing agency, jurisdiction and guardian.

Confidentiality

Commentary

Child care facilities providing service under *The Child and Family Services Act* are required to comply with the confidentiality requirements of the Act.

In all other cases, child care facilities are expected to limit access to the records to a parent or guardian of the resident, the director and any other person with a legal right of access to the record.

Standards

1. The facility must have written permission of the agency, jurisdiction and legal guardians to release information or photographs of the child, except in cases of emergency i.e., missing persons.
2. The facility has written procedures for the maintenance and security of records.
3. Requests for information on residents are referred to the placing agency or jurisdiction by the facility.

The facility requires written permission from the placing agency, or jurisdiction, for any person other than an employee or volunteer of the facility, to peruse a resident's record.

4. The facility may use resident record information in teaching and in workshops, provided that identifying information is deleted.
5. The facility obtains written informed consent of the resident, placing agency or jurisdiction, and the parent or guardian before involving the resident in any activity related to fundraising and/or publicity for the facility.

PART 3

REQUIREMENTS AND STANDARDS

Disposition of residents' records

Standard

At the time of discharge, residents' records referred to in Section 26(1) are provided to the placing agency or jurisdiction which facilitated the placement, unless contradicted by related statutes and regulations.

In other situations the director will determine whether it is appropriate that the record be provided to the parent or guardian of the resident, or the resident.

Information kept by licensee

Commentary

To ensure the availability of basic information for former residents, child care facilities are required to maintain a record of the residents placed, as stipulated in Section 27, for a period of seven years after the former resident reaches the age of majority.

Section 28

Policies and procedures

Program statement

Commentary

All residential treatment services should have certain common characteristics:

- Residential treatment services should be **flexible** and tailored to the individual needs of the child.
- Residential treatment services should be **child-centered, family focused, and culturally responsive**.
- The child care facility should **promote empowerment**, that is, encourage children and families to take control of their own lives.
- The child care facility should **emphasize assessment and identification of strengths**, in addition to problems, and support children, as age-appropriate, and their families, whenever in