



A "Manager" is an individual whom the Licensee has delegated to manage the operation of the community care facility.

Who is a Manager?

A person who meets the requirements under Section 11 (2)(a)(i)(ii)(iii) of the *Community Care and Assisted Living Act (CCALA)* and to whom the Licensee has delegated full authority to operate the facility in compliance with the *CCALA*, the *Child Care Licensing Regulation (CCLR)* and *Residential Care Regulation (RCR)*.

What is the responsibility of the Manager?

A Manager must be competent to operate the facility to ensure the health, safety and well-being of children/youth and adults being cared for in the facility and comply with the requirements of the *CCALA*, the *CCLR* and *RCR*.

A Manager will demonstrate the knowledge, training and ability to support the following operations:

- Inspection report response to contraventions and compliance,
- Supervision practices,
- Care of children/youth and adults (including care planning),
- Planning and implementation of program,
- Staff hiring, screening, orientation, scheduling and performance evaluation,
- Adherence to policies and procedures,
- Monitoring for compliance,
- Maintenance of the facility/equipment,
- Admission, orientation, and communication with families or representatives.

What is compliance?

To comply means to obey a rule or requirement. To be in compliance with legislation, such as the *CCALA*, *CCLR* and *RCR*, means following all the rules and requirements established by those laws. Compliance does not rely on nor end with licensing; compliance is an ongoing activity.

How does a Manager work towards and maintain compliance?

Compliance begins with understanding the *CCALA* and associated regulation that sets out the requirements for licensed care facilities in BC.

Managers should work closely with the facility Licensee and Licensing Officers to ensure they understand what is expected and how to meet and maintain all of the licensing requirements. Licensing Officers, in cooperation with Licensees, are available to discuss issues and help Managers understand what needs to be done and why.

For more information

Contact the Interior Health Community Care Facility Licensing program and speak with a Licensing Officer.

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