



Residential Care

What to do when you hire a new manager...

If your organization is a corporation or society, or if you are a sole proprietor who hires a manager to oversee your care facility, you are required to ensure that the person being delegated as the manager meets the general staffing requirements for licensed care settings. The *Regulations* outline character and skill requirements for managers and care staff and prohibit licensees from employing an individual unless the licensee is satisfied that the person is of good character, has the personality, ability and temperament necessary to manage and supervise staff and/or provide care. In addition, the licensee must be satisfied that the manager has the training and experience and demonstrates the skills necessary to carry out the duties assigned to them.

If the manager is not qualified in the field of care, the licensee should include a plan for addressing the day to day care issues in their facility and the manager should demonstrate an understanding of the elements of quality care.

Documentation, as outlined below, which provides evidence that the hiring processes comply with the expectations of the legislation will need to be submitted to the Licensing Officer.

1. Application for License

Please note that in signing this application, you are also providing assurance that you have delegated authority to the person being named as manager who is responsible to ensure compliance with Provincial legislation on behalf of the licensee. If the licensee is a corporation or society, the Licensee must also appoint a Licensee Contact Person who will interact with the Licensing Officer on behalf of the board. The Licensee or a person who has signing authority on behalf of the organization is responsible for signing the application.

2. Criminal Record Check

Under the *Criminal Records Review Act** a criminal record check must be processed through the Ministry of Public Safety and Solicitor General.

In order for the Licensing Officer to receive the results of the criminal record check, please use Schedule D. On the consent form, Part 2, - Organization Information under Section A, please insert Northern Health as the organization name. Your Licensing Officer will be able to provide you with our ID number. Do not fill out Section B other than to include the name of your Licensing Officer at the bottom of this section. To complete the process, please follow the instructions on the back of the consent form.

It is important to note that you will need to send a **photocopy** of the consent form to the Criminal Records Review Program for processing. Provide **the original signed consent forms to your Licensing Officer who will keep them in the licensing file along with the results letter.**

**Note:* Only criminal record searches completed through the Criminal Records Review Act from the Ministry of Public Safety and Solicitor General are accepted under provincial legislation. Criminal Record Checks must be carried out every 5 (five) years.

3. Three references, which are relevant to the position, must be submitted for the proposed manager.

If the licensee is a sole proprietor and is hiring a manager, the licensee must also submit a criminal record check and three references for themselves.

4. Employee Plan

When there is a change in manager, the Licensing Officer will request an updated employee plan that includes:

- a) the name and age, and a statement of the duties, qualifications, relevant work experience and suitability of the proposed manager;
- b) the proposed number of employees, their qualifications and expected duties; and,
- c) the supervision and staffing plan, including while persons in care are attending or being transported to and from activities located outside of the community care facility.

The following additional documentation which demonstrates that the manager meets character and skill requirements should be kept on file at the facility and may be verified at the time of inspection.

- **Immunization Records** which verifies an employee's compliance with the Provincial immunization and tuberculosis control programs.
- **First Aid certificate;** as described in Schedule C of the Regulations if the person will be working alone.
- **Resume** or other record of the person's work history.
- **Diplomas and Certificates** or other evidence of the person's training and skills.