



Licensing Insights

INSPECTION AND RISK ASSESSMENT PROCESS

What is a routine inspection?

A routine inspection is an on-site review of the facility to assess the licensee's compliance with the *Community Care and Assisted Living Act* and its regulations. Routine inspections are typically carried out with little or no notice to ensure the setting can be viewed as it normally operates. An inspection may take as little as two hours or be carried out over a few days depending on the size of the facility and complexity of the care provided.

Following the routine inspection, the licensing officer will provide an inspection report and arrange to review the findings with the licensee.

When a licensee does not meet the requirements of the Act or regulations, an inspection report will identify the areas of non-compliance and request the licensee to make corrections. Additional inspections may occur to ensure that non-compliance has been corrected or to respond to a reportable incident or complaint.

What is a risk assessment?

When a routine inspection is conducted, the licensing officer will also complete a Provincial Risk Assessment Tool. The risk rating identifies the potential for risk of harm to persons in care and highlights those areas that require additional precautions to protect the health, safety, and well-being of persons in care. Risk is assessed on a continuous scale from low to high.

The information gathered during the routine inspection will be incorporated into the risk assessment. The previous three years of inspections, reportable incidents and investigations are also considered in the risk assessment. Identified non-compliance and the licensee's response to non-compliance is incorporated in the determination of risk.



A copy of the completed risk assessment will be provided to you at the time of your inspection. Licensing officers will share their rationale for the risk rating and will address any inquiries you may have regarding your score.

Inspection reports are published on the [Northern Health website](#). The results of the Provincial Risk Tool are not published at this time.

What does the risk rating mean?

The facility risk rating is a marker for potential risk of harm to persons in care or as being non-compliant with the *Community Care and Assisted Living Act* or regulations.

Facility risk ratings are used to guide inspection frequency. Facilities with:

- Low Risk rating will be inspected at least once per year.
- Medium Risk rating will be inspected at least twice per year.
- High Risk rating will be inspected at least three times per year.

A high-risk rating means there are significant concerns that could have serious consequences to the persons in care and enhanced monitoring is needed to ensure precautions and/or actions are taken to protect the health, safety, and well-being of person in care.

How often will the facility risk rating be updated?

Licensing officers determine the frequency of risk assessments. In general, a risk assessment will be completed at least once every 12 months following a routine compliance inspection. An investigation into a reportable incident or complaint may result in another risk assessment being completed.

What if I disagree with the facility rating given?

A facility risk rating is based on the observed occurrence of non-compliance with the *Community Care and Assisted Living Act* and regulations and facilities operational history in regards to the last three years of inspections, reportable incidents, and investigations. If an operator disagrees with the risk rating, they should contact the licensing officer who assigned the rating for more information as to why that rating was given.

Is a risk assessment completed for new facilities?

The risk assessment will not be used on newly licensed or not yet operating facilities. This process will be conducted on a newly licensed facility during the first routine inspection; occurring after 3 months of operation.



Where can I find more information on inspections and risk assessments?



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If you have any questions, or if you would like to attend an information session on inspections and risk assessments, please contact Licensing Connect to speak to a licensing officer at 1.844.845.4200 or licensingconnect@northernhealth.ca.

For more information about the Community Care Facility Licensing program and to view the legislation visit the [Community Care Facility Licensing | Northern Health](#) website.