



SPEAKING POINTS FOR

Judy Darcy

Minister of Mental Health and Addictions

**New regulations for
supportive recovery homes – part 1**

Last Door Recovery Society

327 8th Street, New Westminster, B.C.

Wednesday, August 21, 2019

10:00 a.m.

CHECK AGAINST DELIVERY

- Thank you, Katrina.
- I would like to acknowledge that we are gathered here today on the traditional territory of the Qayqayt FN and the Coast Salish Peoples. I am happy to be here at the Last Door.....
- I'm thrilled to be here today with Minister Dix, and with all of you, as part of this important announcement. In addition to supports for seniors, these regulations— will also help to ensure people living with addiction in B.C. receive safer, better care at one of the most vulnerable times in their lives.

- This is not a new issue...our government got to work right away to address an issue the previous government ignored, a situation they left behind that didn't work for communities and didn't work for people who had reached out for help and who were counting on receiving safe, high quality care.
- I am grateful to see many people here with us this morning whose expertise helped to guide and shape these new regulations including, family members, dedicated operators and service providers.

- I would also like to recognize a special guest here with us today – someone whose own experience with addiction has helped shaped how we view addiction and how we deliver services for those who need them; someone who courageously shares his story so that others – both individuals and policy-makers – will benefit.
- Guy Felicella (Fell-uh-chela) – passionate advocate, TED Talk speaker, and now peer clinical advisor for Vancouver Coastal Health, the Overdose Emergency Response Centre and the BC Centre on Substance Use.

- My deepest thanks to you for your passion, your commitment and your deep determination to helping people along their own unique pathways to healing and hope.
- Today's announcement marks another entry point... for a very important leg of a journey we embarked on earlier this summer... with the launch of *A Pathway to Hope*.
- *A Pathway to Hope* is our roadmap for the coming decade to create a seamless, integrated system of mental health and addiction care. It's a long journey. But it's a journey together — and at last, it's a journey with a roadmap.

- Every map needs a map-maker; we had ***literally*** thousands.
- Caregivers, clinicians, First Nations, Metis, Researchers, professionals, community leaders. People with lived experience, family members, peer support workers and many more — throughout B.C. — who all helped us chart this terrain and find our way.
- And it's striking that with all the diversity of perspective and experience... there was so much clarity on where to go.

- *The Pathway to Hope* focuses on our most urgent priorities first.
- And nothing is more pressing than improving the substance use system of care for people on their recovery journey... on their pathway to hope....
- I am so proud say that, as of December 1, we will have new health and safety enhancements to the Community Care and Assisted Living Act, and new regulations for operators (who work tirelessly for their clients) of supportive recovery homes.
- These improvements are long overdue, and these new regulations will have a profoundly positive impact on people living in these spaces- right across B.C.

- Because, a supportive recovery home is so much more than a place to lay your head down at night.
- For many people, these are places to find connection, to find belonging and to find hope.
- But for too long, little attention was paid to how recovery homes operated.
- In many ways it was like a Wild West...
- Where there was no one watching to make sure the programs and services being offered met safe, high quality standards. This put people at risk.

- Our announcement today is going to change that.
- The new regulations will increase the Province's ability to proactively monitor, inspect and take quicker action to meet the needs of people in recovery
- And we will be able to take immediate action when issues arise – actions that will always have the best interest of those in recovery – and their families - as our top priority.
- This means that people living with addiction - and their families - can be confident that the services they access will now have quality standards.

- This means that people living with addictions will be able to count on consistent, quality care, no matter where they live.
- And it means that the health and safety of people living with addiction is front and centre.
- We are going to make this happen in a number of important ways:
- First, the new requirements will ensure that recovery home employees have necessary training, skills and qualifications;
- Second, thanks to these changes, program and policy information about a recovery home will be provided upfront, so individuals and families can make informed choices about services;

- Third, each resident will participate in developing a personal service plan to help them reach their goals no matter which recovery home they are located;
- Finally, when it comes time for people to transition back into the community, operators will support people to take those important steps safely and with connections to services and supports when and where they need them.
- With these changes, and even more to come in the days ahead, we are ensuring better quality of care – for all residents on their unique recovery path at any of B.C.’s supportive recovery homes.

- As people here know, our government helped open the first ever therapeutic recovery centre on Vancouver Island, we will be opening a youth treatment centre in Chilliwack and we are the first government to fund recovery celebrations right here in New Westminster!
- There's no question: The goal of a system where you ask for help once and get the care you need? That's is still a fundamental transformation from where we are today.
- And it will take time. But today we have taken important steps forward.
- And we have invaluable assets to draw on.

- We have the professionalism, skill and dedication of the caregivers and professionals who have done heroic work bridging gaps in service of their clients.
- We have the commitment and enthusiasm of the people in this room today, and people like you throughout BC.
- And we have the courage of those whose lived experience has helped show us the way forward — and who have faith in the ability of this province to do far better.

- Today, with these improvements to this part of our substance use system of care— I am hopeful that we are going in a direction that shows that their faith is well-placed.
- To everyone who has worked so tirelessly to advocate for these changes, and to those who keep holding our feet to the fire... we have listened. We have heard you and I thank you from the bottom of my heart.
- I hope you will see in today's announcement our determination that British Columbia will honour your courage, your compassion and your faith in us.
- Thank you.



SPEAKING POINTS FOR

Judy Darcy

Minister of Mental Health and Addictions

New regulations for Supportive recovery homes – part 2

Backyard at Trilogy House One

13516 80th Avenue, Surrey

Friday, August 23, 2019

10:00 a.m.

CHECK AGAINST DELIVERY

Thank you, _____ and good morning everyone!

- I would like to begin by acknowledging that we are gathered here today on the traditional territory of the Coast Salish Peoples.
- I'm really excited to be here today with Minister Simpson – and with all of you - at Trilogy House One, which was **the first** registered supportive recovery home in the province!
- ...and a fitting place for our announcement today.
- The Realistic Success Recovery Society has served as a beacon of light and inspiration for private recovery homes across the province.
- Under the leadership of co-founder, the late Gary Robinson and executive director Susan Sanderson over 1,000 men

have found their own pathway to healing and to hope right here.

(add personal anecdote about Susan)

- I am deeply honoured to be here with so many people on a journey to recovery.
- It is your courage and your voices that are top of mind as we work towards building a better system of mental health and addictions care for you and for people across BC.

- Today we're here to announce changes that will help make sure people living with addiction in B.C. receive safer, better care as they embark on their personal journey towards healing and towards hope.
- For too long, little attention has been paid to how recovery homes operate.
- This issue has been around for several years and was unfortunately ignored by the old government for far too long.
- In many ways it was like a Wild, Wild West - where no one was watching to make sure the programs & services

being offered met safe, high-quality standards. This put people **at risk**.

- **But that's about to change.**
- Our government got to work quickly because we recognize that when people take that critical step and reach out for help, they are at incredibly vulnerable point in their lives.
- And they need to know they can count on receiving safe, high-quality care.
- Earlier this week, together with Health Minister Adrian Dix, we announced health and safety enhancements to the Community Care and Assisted Living Act as well as

new Regulations for operators of supportive recovery homes.

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- The new regulations will increase the province's ability to proactively monitor, inspect and take quick action when concerns are raised about specific supportive recovery homes.
- Because anyone who turns to a supportive recovery home for help has the right to know they'll be cared for by qualified staff in an environment with safety and quality standards.
- They have a right to get all the information they need upfront, so they can make the right choices for their own recovery journey.

- When these changes come into force on Dec.1, the Province will be able to take immediate action when problems arise - without having to wait a full month, or provide a written notice.
- This means that people living with addiction - and their families - can be more confident that the services they access will now have quality standards.
- It means that people living with addiction will be able to count on consistent and quality care, no matter where they live in BC.
- And it means that the health and safety of people living with addiction is front and centre.
- We are going to make this happen in a number of important ways:

- First, the new requirements will ensure that recovery home employees have the necessary training, skills and qualifications;
- Second, people entering a recovery home will be provided all the program and policy information they need up-front, so they can make informed choices for their own recovery journey.
- Third, each resident will participate in developing a personal plan to help them reach their goals; and,
- Finally, when it comes time for people to transition back into the community, operators will support people to take those important steps safely – and connect them with services and supports when and where they need them.

- We know it will take some time to adjust to all of these changes... and to prepare for December 1st when they come into effect.
- That's why, to help operators prepare for these coming changes, I am thrilled to announce an upcoming grant opportunity for supportive recovery home operators....
...with up to \$4,000 available to each recovery residence this fall.
- The grants are designed to support operators in getting ready for the changes that are coming by enhancing their training and programs to meet the new standards...
- In a moment, Minister Simpson will announce even more good news for the supportive recovery community.

- But before he does, I want to acknowledge that although we are taking an important step today– we know we have a lot more work to do.
- Since day one, our government has been working with all of our partners to provide better mental health and addictions care for people across the province.
- Today’s announcement marks another entry point... for a very important leg of a journey we embarked on earlier this summer... when Premier John Horgan and I launched *“A Pathway to Hope”*.
- A Pathway to Hope is our roadmap for the coming decade to create a seamless, integrated system of mental health and addiction care.

- It's a long journey. But it's a journey we will take together — and at last, it's a journey with a roadmap.
- Every map needs a map maker; we had literally thousands — and so many of you are here with us today!
- Caregivers, frontline workers, First Nations, Metis..
- Researchers, experts, community leaders.
- People with lived experience, family members, peer support workers and many more — throughout B.C. — who all helped us chart this terrain and find our way.
- *The Pathway to Hope* focuses on our most urgent priorities first:

- And nothing is more pressing than improving the substance use system of care for people on their own recovery journey... people finding their own pathway to hope.
- There's no question: The goal of a system where you ask once and get help fast....that is a fundamental transformation from where we are today.
- And it will take time. But today we have taken important steps forward. And we have invaluable assets to draw on.
- We have the professionalism, skill and dedication of the caregivers and professionals who have done heroic work bridging gaps in service of their clients.
- We have the commitment and enthusiasm of the people here today, and people like you throughout B.C.

- And we have the courage of those whose lived experience has helped show us the way forward — and who have faith in the ability of this province to do far better.
- Today, with these improvements to this part of our substance use system of care— I am hopeful that we are going in a direction that shows that their faith is well-placed.
- To everyone who has worked so tirelessly to advocate for these changes, and to those who keep holding our feet to the fire...
- I want you to know.....We **have** listened.
- We have ***heard*** you.

- And, most importantly, we are ***taking action*** on your concerns.
- Thank you from the bottom of my heart.

Supportive Recovery Announcements
August 21 and 23, 2019

- **Questions and Answers**

Q1. How will changes to the Act (Community Care Assisted Living Act) and new regulation make it easier for people living with addiction to find the supports they need where and when they need them?

- The new regulation will help improve health and safety at supportive recovery homes by establishing new requirements related to:
 - Ensuring recovery home employees have the necessary training, skills and qualifications;
 - Providing program and policy information upfront to individuals and families so they can make informed choices about whether the service is right for them;
 - Developing personal service plans for each resident to help people reach their unique recovery goals; and,
 - Supporting individuals to safely transition and connect to ongoing services and supports when leaving recovery homes.
- These changes will also help to ensure that people turning to a supportive recovery home for help:
 - Receive quality care and increased overall health and safety;
 - Benefit from more consistent quality services.

Q2. How quickly will the changes go into effect?

- The amendment to the *Community Care and Assisted Living Act (CCALA)* and new regulation will come into force on December 1, 2019.

Q3. Who helped create these regulations?

- We consulted with numerous partners about the proposed changes including health authorities, Recovery Council of BC, BC Centre on Substance Use, supportive recovery operators, clinical experts, and people and families with lived experience.

Q4. What is Bill 16 and how does it change the Act?

- This legislation provides new criteria for determining a person's suitability for an assisted living/supportive recovery residence.
- It expands prescribed services. Right now, registered support recovery residences are limited to providing 1-2 prescribed services and when the Act comes into effect, key determinants for registered and for licensed services will focus on the needs and abilities of the client and the level of health care required.

Q5. What's the difference between a licensed and registered supportive recovery home?

- Oversight and accountability for registered supportive recovery homes is done by Ministry of Health Assisted Living Registry.
- Oversight and accountability for licensed mental health or substance use facilities is done by the regional health authority.
- People who live in registered supportive recovery homes must be able to make decisions on their own behalf, follow directions in an emergency, not have behaviours that put other residents at risk of harm, and must not need unscheduled professional health services on a regular basis.
 - If you offer a higher level of care for people who require additional supports (e.g. regular unscheduled health services, etc.) you have to be licensed.
- Supportive recovery operators who provide accommodation and services to three or more clients need to be either registered or licensed under the Community Care and Assisted Living Act.

Q6. How many registered supportive recovery residences are there? How many licensed supportive recovery service providers are there?

- There are currently 114 registered assisted living supportive recovery residences across the province, and additional residences are in the process of registering.
- Health authorities are responsible for licensing. There are 40 licensed supportive recovery service providers:

Q7. What role do health authorities play in regulating recovery homes?

- Health authorities manage community care facility licenses.
- Health authorities work with facility operators and staff to ensure that the Community Care and Assisted Living Act and its associated regulations are met at all licensed facilities located in their region.
- This is done through education, monitoring, inspecting and investigating.

Q8. Who regulates supportive recovery homes?

- The Ministry of Health is responsible for the regulation of supportive recovery homes through the Assisted Living Registry.

Q9. Why is government focusing on supportive recovery/assisted living instead of licensed treatment services when it comes to the regulation changes?

- Treatment and recovery are a key pillar of our work to improve the addictions system of care.
- We heard from stakeholders, service providers and individuals and families about the lack of oversight and the varying levels of service quality and safety in registered facilities.
- These changes address their concerns.
- In terms of regulatory changes, *licensed* services are already regulated under the Residential Care Regulation (Community Care and Assisted Living Act).

**Q10. How quickly will unsafe/noncomplying homes be penalized or shut down?
Right now, it seems to take a very long time for anything to get done once a complaint is filed.**

- Previously, the Province needed to provide an operator with 30 days' notice prior to taking any action against an operator even when there was an immediate risk to health and safety.
- Once the changes come in to effect, the Province can take immediate steps where the health or safety of a resident is at immediate risk. This will help to ensure compliance with regulations and protection for the health and safety of those who desperately need to access safe and quality services.
- In cases where there is an immediate risk to health and safety the Ministry will work closely with other agencies and local governments to ensure that appropriate placements are provided for residents that are impacted.

Q11. How will these changes weed out bad operators?

- These changes give the Province new oversight powers to hold operators accountable, including:
 - Enhanced inspection authority
 - Option to attach conditions to the registration of supportive recovery homes upon registration
 - The ability to take immediate action where the health or safety of a resident is at immediate risk, including attaching conditions or suspending registrations.

Q12. Have any recovery homes been shut down so far? Have any been fined or faced other penalties?

- The Act outlines that it is an offence to operate an assisted living residence that is not registered (under the Act). Fines are imposed by the courts in the case of a conviction. To date, no fines have been imposed.
- Two recovery homes in Surrey have recently closed and their business licenses were cancelled.

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Q13. How will someone find out about the quality of a supportive recovery home before entrusting their care, or the care of their loved one, to a home?

- This information can be found on the Province’s Assisted Living Registrar website at:
<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/assisted-living-registrar>

Q14. Has the government provided any funding to Step by Step or sent any clients to these recovery homes?

- Supportive recovery service providers receive provincial funding in the form of daily user fees. The Ministry of Social Development and Poverty Reduction pays \$30.90 per day for persons on Income or Disability Assistance who are living in supportive recovery homes province-wide that are registered through the Ministry of Health.
- Three Step by Step Recovery Homes are currently registered with the Assisted Living Registry at the Ministry of Health and have received payments from government through the Ministry of Social Development and Poverty Reduction to support people on income or disability assistance.

Q15. Has anyone been fined and has an operator been removed from the registry for non-compliance?

- The CCALA states that it is an offence to operate an assisted living residence that is not registered under the Act. Fines are imposed by the courts in the case of a conviction for the offence. To date, no fines have been imposed.

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Q16. Of the number of complaint investigations against Step by Step recovery homes, only one complaint was dealt with – a mouse infestation. How much time does an operator have to bring its residences into compliance or complete an investigation?

- Under the new regulation there will be greater ability of the Province to intervene quickly to address complaints.
- Some complaints are complex issue and often involve several agencies conducting their own investigations (which can also require a staged process).
- There are no specific timelines for investigations, as each case is different and requires appropriate due diligence.
- Throughout the process of addressing non-compliance, as operators shift and improve the way they provide service, new assessments are conducted, and status is updated online within 30 days.
- As this investigation is not yet concluded, it would be inappropriate for any further comment.

Q17. I would like to know why a ^{s.22} girl ^{s.22} may be forced to leave a women-only, abstinence-based recovery house where she is doing well to move to a co-ed, 'safe use' facility in Chilliwack.

- The Ministry of Children and Family Development works hard to ensure children and youth are connected to the supports and services they need to stay healthy and connected to their families.
- As you are likely aware, we cannot discuss the specifics of this case due to legislated privacy concerns.
- What we can tell you is that the ministry has partnerships with health authorities who fund residential treatment beds for youth.
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If pressed:

- The ministry's policy is for social workers to refer youth and families in need of addiction treatment supports to their local health authority. The health authority would then assess the individual situation and take the appropriate actions.
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- **Daily User Fee Increases (Aug 23rd announcement):**

Q18. What are the new daily user rates for Income assistance and disability assistance clients?

- The new daily user rates are the same for everyone who receives support from mental health and substance use facilities in B.C., including people who are receiving Income and Disability Assistance.
- These rates are:
 - Registered Mental Health and Substance Use Homes: \$35.90/day (\$5 increase)
 - Licensed Mental Health Facilities: \$45.00/day (\$14.90 increase)
 - Licensed Substance Use Facilities: \$45.00/day (\$5 increase)

Q19. How quickly will the rate changes go into effect?

The daily rate increase will go into effect on October 1, 2019.

Q20. Why are the SDPR payment increases different for each kind of facility or home?

- The daily user fee rate is based on the type of facility and the level of service provided.
- The SDPR rate increases are to more appropriately cover the cost of room and board for Income and Disability Assistance clients.

Q21. What is the total cost for the Ministry of Social Development and Poverty Reduction?

- The total cost for the increase in daily user fees for Income and Disability Assistance clients is \$6 million per year.

Q22. Will the changes to the daily rates help?

- These increases begin to address some service providers concerns that the current rates do not cover the costs associated with providing room and board.

Q23. How many people are currently receiving support from SDPR through the payment of daily user fees for these facilities?

- As of February 1, 2019, the total number of Income and Disability Assistance clients in mental health and substance use facilities receiving daily user fee support is 2,900.

Step by Step and Back on Track:

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Q24. When will we know the outcome of the BC Coroners Service investigation into the death of Zachary Plett at a Step by Step recovery home?

- The BC Coroners Service is still investigating Zachary's death.
- Any questions about their investigation will need to be directed to the BC Coroners Service.

Q25. Have you received confirmation on the closure of the two Step by Step recovery homes?

- The City of Surrey has confirmed that the two homes have been closed and their business licenses have been cancelled.

Q26. What is the status of the Back on Track recovery home application?

- Back on Track has received its business license.

Funding for operators up to \$4,000:

Q27. What is the grant opportunity for supportive recovery operators?

- To assist supportive recovery home operators in meeting the new regulatory requirements, we have partnered with the Community Action Initiative to provide one-time grant funding that will assist operators in ensuring employees have required training and education.
- Registered supportive recovery operators will be eligible to apply for up to \$4,000 per residence.

- Applications for these grants will be available later this fall and more information will be shared in the coming weeks.

ADVICE TO MINISTER

<p>CONFIDENTIAL ISSUES NOTE</p> <p>Ministry: Health Date: July 19, 2016 Minister Responsible: Terry Lake</p>	<p>Supportive recovery homes</p>
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BACKGROUND REGARDING THE ISSUE:

- The issue of supportive recovery houses and their role in recovering from addiction continues to garner media attention.
- Supportive recovery homes are temporary, short-term facilities that offer support to people recovering from substance use problems. They are not considered a long-term residence or treatment facility. They offer short-term hospitality and low to moderate services and supports such as counselling or other personal assistance programs to clients in a residential setting.
- While most are legitimate support residences, some are not, and do not meet the Ministry of Health's definition of supportive recovery services. Some may also take advantage of clients.
- The city of Surrey has many facilities that are considered supportive recovery homes.
- Past Surrey Mayor Dianne Watts and Surrey residents have been demanding the B.C. government act to further regulate supportive recovery homes due to concerns with drug dealing and crime allegedly connected to these homes. The increased scrutiny came after the murder of Surrey resident Julie Paskall in December 2013.
- Surrey's current mayor, Linda Hepner, agrees unregulated recovery homes are a problem.
- The opposition has proposed a five-point Surrey Accord to reduce crime in Surrey. The accord's five-point plan includes:
 - Increasing police in Surrey;
 - Establishing a community court;
 - A mental health and addictions plan;
 - Increasing affordable housing; and
 - Regulating supportive recovery homes.

Background on registration

- Government began licensing supportive recovery homes in the late 1990s, following allegations of abuse, poor living conditions and at least one death from drug overdose.
- In 2001, government ended the licensing program, as very few operators could bring their homes into compliance with the prescriptive licensing regulations at the time.
- In the absence of mandatory registration, the Ministry of Social Development and Social Innovation (SDSI) established a comprehensive approval process for supportive recovery homes to require a minimum standard of services for their clients. They provided a daily per diem per client to the homes that met these standards.
- In 2012, the Ministry of Health and SDSI agreed to introduce a co-ordinated approach and began formally registering supportive recovery homes. In the spring of 2013, the ministry started registering homes and SDSI changed their per diem funding policy to require funded supportive recovery homes to be registered or in the process of being registered with the Ministry of Health.

- SDSI pays a monthly \$95 comfort allowance to people receiving income assistance while they are living in a registered supportive recovery home, instead of regular monthly assistance. Meanwhile, the registered recovery home receives a per diem of \$30.90 per day for each SDSI client staying there. These clients do not receive any additional funds from SDSI. Per diems help cover the cost of food, shelter and programs or services on behalf of clients.
- Clients in receipt of income assistance who do not live at a registered supportive recovery home receive \$610 a month. People with disabilities receive \$906 a month.
- As of July 11, there are 101 supportive recovery homes registered across B.C. Another 33 homes have submitted applications for registration, which are being processed. Forty-seven of the registered homes are in Surrey. The registered homes are searchable on the Assisted Living Registry website. Some supportive recovery homes meet the requirements for licensing as they provide a higher level of services and supports. Many health authority funded supportive recovery homes are licensed.

Registration requirements/complaints

- Supportive recovery homes are required to be registered with the Assisted Living Registry under the *Community Care and Assisted Living Act (CCALA)*. Under the original CCALA, all supportive recovery homes must register if they offer one or two prescribed services, such as psychosocial supports and medication management and five hospitality services. Under the act, hospitality services are defined as “meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system.”
- Assisted living investigators can investigate complaints related to the health and safety of people living in the residence, which includes a site investigation.
- Many businesses calling themselves supportive recovery homes but do not meet the Ministry’s definition of supportive recovery offer a lower level of services for their clients and are not required to register.
- These homes can be inspected if there is a complaint against them, but if they are not providing one or two prescribed services and five hospitality services, the Assisted Living Registry cannot take action. It is up to the local municipal government or police to intervene.
- Registry staff can also investigate if it has reason to believe a house is offering the level of service that requires it to register, or the health and safety of residents are at risk. If an operator is required to register and does not, a fine can be imposed according to the act.

Ministry of Justice:

- There have been a number of media outlets that have reported the justice system referring clients to supportive recovery homes that were not registered, as a condition of the individual’s release from prison. Media have reported of drug use and other crimes taking place at these homes.
- The ministry’s assistant deputy minister (ADM) of Health Services and Quality Assurance sent a letter to ADMs in the ministries of Justice and Social Development & Social Innovation, providing them with the link to the registered supportive recovery homes.
- The ministry has worked with the Ministry of Justice to educate the courts, police and parole officers about registered support recovery homes and have provided them with a list of registered homes.
- The ministry met with the Ministry of Justice and Surrey RCMP to look at crime in supportive recovery homes in Surrey.

ADVICE TO MINISTER

- The meeting resulted in a request to RCMP to do further research into crime stats to determine if the issue of unregulated, unregistered recovery homes being fronts for criminal activities is as widespread as they are suggesting in Surrey.
- The Surrey Criminal Justice Task Force was established in February 2014 by Attorney General and Minister of Justice Suzanne Anton and former Surrey Mayor Diane Watts. It was charged with exploring the unique justice needs and challenges in Surrey and making recommendations to address these challenges.
- On March 19, 2015, the Ministry of Justice released the Surrey Criminal Justice Recommendations Report, prepared by the task force.

DISCUSSION/ADVICE:

- Government has been taking action at the issues that have been raised around unregulated homes that often allegedly target and take advantage of vulnerable populations. The Ministry of Health alongside Ministry of Social Development and Social Innovation established the regulatory process to begin registering supportive recovery homes in 2013, and is now focusing on improving the quality of services provided in these homes.
- The recent changes to the *Community Care and Assisted Living Act* (CCALA) enables increased regulatory oversight for assisting living including increased statutory authority for inspections and investigations. Work is underway to develop assisted living regulations that will identify expectations on the types and quality of services for supportive recovery homes and strengthen government's ability to hold providers accountable.
- The Ministry of Health is working with Ministry of Natural Gas Development and Minister Responsible for Housing to clarify roles and responsibilities for substance use supported housing (housing services), and supportive recovery (health services).
- Supportive recovery homes are exempt from the residential tenancy legislation, which means that residents do not have the same tenancy protections as people living in other rental housing.

ADVICE AND RECOMMENDED RESPONSE:

- **We are committed to providing safe and high quality care for people recovering from substance use challenges.**
- **The ministries of Health and Social Development and Social Innovation worked closely together to create a registration process that gives safe options for people who are looking for supportive recovery services.**
- **Registered supportive recovery homes receive funding from the Ministry of Social Development and Social Innovation of \$30.90 a day per client.**
- **My ministry has also worked with the Ministry of Justice to make sure the courts, police and parole officers are aware of registered supportive recovery homes and have access to this list.**
- **People have the option to choose where they live. If an individual is looking for room and board and not the services provided by supportive recovery homes, we are not going to stop them from living in these houses.**
- **If someone is looking for the services that supportive recovery homes offer, they can go to the Assisted Living Registry website and find a listing of these homes by community.**

Secondary messages:

- All supportive recovery homes must register if they offer at least one personal assistance services (such as helping residents attend addictions meetings, or offering stress and anger management training) and five hospitality services (meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system).
- Any supportive recovery home offering this level of service must be registered with the province and meet provincial health and safety standards.
- Our government has registered 101 supportive recovery homes across the province and is in the process of registering an additional 33 homes.
- Registration helps supportive recovery homes to be safe environments for vulnerable people.
- All registered supportive recovery homes are inspected before they are registered and subject to regulations under the *Community Care and Assisted Living Act*. They are also eligible to receive per diem funding from the Ministry of Social Development and Social Innovation for income assistance clients.
- Houses that do not offer this level of service – regardless of what they call themselves – are not supportive recovery homes, but are bound by municipal and criminal laws.

If asked about supportive recovery homes that are unregistered:

- There are homes in B.C. that may call themselves supportive recovery, but they do not provide the same level of services.
- Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.
- People who receive income assistance benefits from the Ministry of Social Development and Social Innovation have the right to choose where they live, including registered homes or unregistered homes.

If asked about de-licensing of supportive recovery houses:

- About 100 supportive recovery residences operated in B.C. in 1998 when the licensing requirements were introduced – by 2001, only about 30 of those had been licensed.
- Many of the licensing requirements added high costs for operators, with no clear benefit to residents.
- For example, the licensing rules required having a window area of not less than 10 per cent of the bedroom's floor area...recording height and weight of residents...or designating an employee trained to organize and supervise recreational programs.
- Legitimate supportive recovery homes were facing closure because of the licensing requirements. In addition, the requirements held many room-and-board operations to the same standards as a licensed care facility. A one size fits all approach didn't work.
- Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.

ADVICE TO MINISTER

Communications Contact:	Laura Stovel
Program Area Contact:	Sharon Stewart
File Created:	Aug. 7, 2013
File Updated:	Sept. 8, 2015

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Date: October 7, 2016

Issue: Island Health has cancelled a Request for Proposals (RFP) for two supportive recovery beds on Salt Spring Island. ^{s.13; s.17}
s.13; s.17

Confidential Background:

- In May 2016, Island Health issued an RFP to deliver and support services for two (2) supportive recovery residential beds for adults living on Salt Spring Island and the Southern Gulf Islands.
s.13; s.17

Facts for Discussion:

- The RFP called for residential, substance use supportive recovery treatment beds as an important part of community substance use services that provide a safe, structured and secure environment, twenty four hours a day, every day, “for clients focusing on their immediate concerns around substance use and their integration back into the community” (Provincial Standards for Adult Residential Substance Use Services p. 38).
- Supportive Recovery includes accommodation and related recovery support in a substance free environment for up 90 days. Activities would include coaching for daily living, community reintegration, and some counselling and case management.
- Funding for the beds is part of the provincial government 500 Substance Use Beds for people who seek substance-use services.
- Within Island Health, 93 beds will be created as part of the three year plan. To date, 55 beds have been implemented with 38 beds remaining in the final year.

Key Messages:

s.13; s.17

- Accessible, appropriate, effective services and supports for people living with mental health and substance use issues are a critical component of Island Health's services.
- Significant time, energy and resources have gone into this work, reflecting Island Health's commitment to a collaborative process that will ensure local residents have access to the services they need.
- Results of 2014 and 2015 community consultations with Salt Spring Island held for the 500 Substance Use Beds identified mobile outreach substance use services as the most pressing need.

s.13; s.17

Contact Information		Phone
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Prepared by:	Shannon Marshall	18270
File location:	J:\Communications\RCS FILES June 1st\ISSUES MANAGEMENT 295-20\2016\RFPs\IN_Cancellation of RFP for Supportive Recovery Beds_SSI_October 2016.docx	

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ADVICE TO MINISTER

<p>CONFIDENTIAL ISSUES NOTE</p> <p>Ministry: Health</p> <p>Date: September 14, 2016</p> <p>Minister Responsible: Terry Lake</p>	<p>Supportive recovery homes</p>
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BACKGROUND REGARDING THE ISSUE:

- The issue of supportive recovery houses and their role in recovering from substance use challenges continues to garner media attention.
- Supportive recovery homes are temporary, short-term facilities that offer support to people recovering from substance use problems. They are not considered a long-term residence or treatment facility. They offer short-term hospitality and low to moderate services and supports such as counselling or other personal assistance programs to clients in a residential setting.
- While most are legitimate support residences, some are not, and do not meet the Ministry of Health's definition of supportive recovery services. Some may also take advantage of clients.
- Supportive recovery homes do not provide withdrawal management or treatment services.
- The city of Surrey has many facilities that are called "supportive recovery homes" but many may not meet the Ministry's expectations for supportive recovery services
- Past Surrey Mayor Dianne Watts and Surrey residents have been demanding the B.C. government act to further regulate supportive recovery homes due to concerns with drug dealing and crime allegedly connected to these homes. The increased scrutiny came after the murder of Surrey resident Julie Paskall in December 2013.
- Surrey's current mayor, Linda Hepner, agrees unregulated recovery homes are a problem.
- The opposition has proposed a five-point Surrey Accord to reduce crime in Surrey. The accord's five-point plan includes:
 - Increasing police in Surrey;
 - Establishing a community court;
 - A mental health and addictions plan;
 - Increasing affordable housing; and
 - Regulating supportive recovery homes.

Background on registration

- Government began licensing supportive recovery homes in the late 1990s, following allegations of abuse, poor living conditions and at least one death from drug overdose.
- In 2001, government ended the licensing program, as very few operators could bring their homes into compliance with the prescriptive licensing regulations at the time.
- In the absence of mandatory registration, the Ministry of Social Development and Social Innovation (SDSI) established a comprehensive approval process for supportive recovery homes to require a minimum standard of services for their clients. They provided a daily per diem per client to the homes that met these standards.
- In 2012, the Ministry of Health and SDSI agreed to introduce a co-ordinated approach and began formally registering supportive recovery homes. In the spring of 2013, the

ministry started registering homes and SDSI changed their per diem funding policy to require funded supportive recovery homes to be registered or in the process of being registered with the Ministry of Health.

- SDSI pays a monthly \$95 comfort allowance to people receiving income assistance while they are living in a registered supportive recovery home, instead of regular monthly assistance. Meanwhile, the registered recovery home receives a per diem of \$30.90 per day for each SDSI client staying there. These clients do not receive any additional funds from SDSI. Per diems help cover the cost of food, shelter and programs or services on behalf of clients.
- Clients in receipt of income assistance who do not live at a registered supportive recovery home receive \$610 a month. People with disabilities receive \$906 a month.
- As of September 14, there are 101 supportive recovery homes registered across B.C. Another 34 homes have submitted applications for registration, which are being processed. Forty-seven of the registered homes are in Surrey. The registered homes are searchable on the Assisted Living Registry website. Some supportive recovery homes meet the requirements for licensing as they provide a higher level of services and supports. Many health authority funded supportive recovery homes are licensed.

Registration requirements/complaints

- Supportive recovery homes are required to be registered with the Assisted Living Registry under the *Community Care and Assisted Living Act (CCALA)*. Under the CCALA, all supportive recovery homes must register if they offer one or two prescribed services, such as psychosocial supports and medication management and five hospitality services. Under the act, hospitality services are defined as “meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system.”
- Assisted living investigators can investigate complaints related to the health and safety of people living in the residence, which may include conducting a site investigation.
- Many businesses calling themselves supportive recovery homes do not meet the CCALA definition of an assisted living residence, offer a lower level of services for their clients and are not required to register.
- These homes can be inspected if there is a complaint against them indicating they may be an assisted living residence, but if they are not providing one or two prescribed services and five hospitality services, the Assisted Living Registry cannot take action. It may be up to the local municipal government or police to intervene.
- Registry staff can also investigate if it has reason to believe a house is offering the level of service that requires it to register, or the health and safety of residents are at risk. If an operator is required to register and does not, a fine can be imposed according to the act.

Ministry of Justice:

- There have been a number of media outlets that have reported the justice system referring clients to supportive recovery homes that were not registered, as a condition of the individual's release from prison. Media have reported of drug use and other crimes taking place at these homes.
- The ministry's assistant deputy minister (ADM) of Health Services and Quality Assurance sent a letter to ADMs in the ministries of Justice and Social Development & Social Innovation, providing them with the link to the registered supportive recovery homes.
- The ministry has worked with the Ministry of Justice to educate the courts, police and parole officers about registered support recovery homes and have provided them with a

ADVICE TO MINISTER

list of registered homes.

- The ministry met with the Ministry of Justice and Surrey RCMP to look at crime in supportive recovery homes in Surrey.
- The meeting resulted in a request to RCMP to do further research into crime stats to determine if the issue of unregulated, unregistered recovery homes being fronts for criminal activities is as widespread as they are suggesting in Surrey.
- The Surrey Criminal Justice Task Force was established in February 2014 by Attorney General and Minister of Justice Suzanne Anton and former Surrey Mayor Diane Watts. It was charged with exploring the unique justice needs and challenges in Surrey and making recommendations to address these challenges.
- On March 19, 2015, the Ministry of Justice released the Surrey Criminal Justice Recommendations Report, prepared by the task force.

DISCUSSION/ADVICE:

- Government has been taking action as the issues that have been raised around unregulated homes that often allegedly target and take advantage of vulnerable populations. The Ministry of Health worked closely with the Ministry of Social Development and Social Innovation to establish the regulatory process to begin registering supportive recovery homes in 2013, and is now focusing on improving the quality of services provided in these homes.
- The recent changes to the *Community Care and Assisted Living Act* (CCALA) enable increased regulatory oversight for assisting living including increased statutory authority for inspections and investigations. Work is underway to develop assisted living regulations that will identify expectations on the types and quality of services for supportive recovery homes and strengthen government's ability to hold providers accountable.
- The Ministry of Health is working with Ministry of Natural Gas Development and Minister Responsible for Housing to clarify roles and responsibilities for substance use supported housing (housing services), and supportive recovery (health services).
- Registered supportive recovery homes are exempt from the residential tenancy legislation, which means that residents do not have the same tenancy protections as people living in other rental housing.

ADVICE AND RECOMMENDED RESPONSE:

- **We are committed to providing safe and high quality care for people recovering from substance use challenges.**
- **The ministries of Health and Social Development and Social Innovation worked closely together to create a registration process that gives safe options for people who are looking for supportive recovery services.**
- **Registered supportive recovery homes receive funding from the Ministry of Social Development and Social Innovation of \$30.90 a day per client.**
- **My ministry has also worked with the Ministry of Justice to make sure the courts, police and parole officers are aware of registered supportive recovery homes and have access to this list.**
- **People have the option to choose where they live. If an individual is looking for room and board and not the services provided by supportive recovery homes, we are not going to stop them from living in these houses.**

- If someone is looking for the services that supportive recovery homes offer, they can go to the Assisted Living Registry website and find a listing of these homes by community and if they are already connected to health authority substance use services, those resources can provide advice on appropriate supportive recovery homes that are available.

Secondary messages:

- All supportive recovery homes must register if they offer at least one prescribed services (such as helping residents attend addictions meetings, or offering stress and anger management training) and five hospitality services (meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system).
- Any supportive recovery home offering this level of service must be registered with the province and meet provincial health and safety standards.
- Our government has registered 101 supportive recovery homes across the province and is in the process of registering an additional 34 homes.
- Registration helps supportive recovery homes to be safe environments for vulnerable people.
- All registered supportive recovery homes are inspected before they are registered and subject to regulations under the *Community Care and Assisted Living Act*. They are also eligible to receive per diem funding from the Ministry of Social Development and Social Innovation for income assistance clients.
- Houses that do not offer this level of service – regardless of what they call themselves – are not supportive recovery homes, but are bound by municipal and criminal laws.

If asked about supportive recovery homes that are unregistered:

- There are homes in B.C. that may call themselves supportive recovery, but they do not provide the same level of services.
- Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.
- People who receive income assistance benefits from the Ministry of Social Development and Social Innovation have the right to choose where they live, including registered homes or unregistered homes.

If asked about de-licensing of supportive recovery houses:

- About 100 supportive recovery residences operated in B.C. in 1998 when the licensing requirements were introduced – by 2001, only about 30 of those had been licensed.
- Many of the licensing requirements added high costs for operators, with no clear benefit to residents.
- For example, the licensing rules required having a window area of not less than 10 per cent of the bedroom's floor area...recording height and weight of residents...or designating an employee trained to organize and supervise recreational programs.
- Legitimate supportive recovery homes were facing closure because of the licensing requirements. In addition, the requirements held many room-and-board

ADVICE TO MINISTER

operations to the same standards as a licensed care facility. A one size fits all approach didn't work.

- **Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.**

Communications Contact:	Laura Stovel
Program Area Contact:	Sharon Stewart
File Created:	Aug. 7, 2013
File Updated:	Sept. 8, 2015

CONFIDENTIAL ISSUES NOTE

May 2, 2017

Turning Point Recovery Society license application rejected

Turning Point Recovery Society is applying for a community care facility license for a new nine bed men's support recovery house on the North Shore.

Background

- Turning Point Recovery Society (TP) is a non-profit provider of residential substance use support recovery located in the Lower Mainland for 35 years. They provide a supportive, abstinence-based environment where people recover from substance use. Turning Point has 49 beds for men and women in five homes in Vancouver, North Vancouver and Richmond.
- Turning Point applied to VCH in 2016 for a license under the Community Care and Assisted Living Act to run a new nine-bed men's support recovery facility on the North Shore.
- After Licensing assessed the applicant, the operational plan and the premises, the application was denied, since the proposed facility does not meet the criteria for a community care facility.
- Under the Community Care and Assisted Living Act (CCALA), a community care facility provides care to three or more people who are dependent on caregivers for continuing assistance or direction in the form of three or more prescribed services such as personal hygiene and medication distribution. Care programs that provide three or more of the prescribed services are required to be licensed, while those offering only one or two of the services must be registered as assisted living.
- TP stated that medication was one of the prescribed services. Licensing requested, several times, more information on the other proposed prescribed services – Nutrition, Psychosocial Rehabilitation and Structural Behavioural Programming. Information regarding these latter services was not provided. As of May 1, 2017 TP told VCH officers that they'll be submitting additional information, though VCH has not yet received it.
- TP has said it will appeal VCH's decision.
- VCH Licensing has suggested TP apply for an assisted living residential facility via the Assisted Living Registry. Licensing staff will be contacting TP this week to offer assistance.
- Turning Point has four other licensed facilities in the VCH region and three of them were licensed after the new Assisted Living Regulations came into effect. The existing Turning Point facilities that hold licenses may not meet the threshold for licensure either, and these will be reviewed by licensing staff.
- Generally, community care facilities can receive more funding per client compared to assisted living facilities.

Key Messages

- VCH Licensing has reviewed Turning Point's application but determined that it doesn't meet requirements to hold a license under the Community Care and Assisted Living Act.
- Should Turning Point submit additional information, Licensing would reconsider the application.
- We have suggested Turning Point register as an assisted living facility and offered our assistance in doing so.
- Legislative requirements such as licensure, registration, monitoring, and inspection are established by governments to protect vulnerable populations or to protect users of specific services from risks to their health and safety.

- VCH Licensing is guided by the legislation, in this case, the Community Care and Assisted Living Act.
- Support recovery houses offer an important service, providing residents with short- and long-term living arrangements, affordable and safe housing, skills training, peer support, counselling, and care during a client's journey in the recovery process.

Contact information			
Contact	Name	Title	Phone
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	Paul Markey	Regional Manager, Community Care Facilities Licensing	604-675-3815
Communications	Tiffany Akins	Communications leader	604-708-5281
Patient involved	N/A		
Creation & revision history			
May 2/17		Briefing note created	

ADVICE TO MINISTER

<p>CONFIDENTIAL ISSUES NOTE</p> <p>Ministry: Health Date: June 9, 2017 Minister Responsible:</p>	<p>Surrey Supportive Recovery Residence OD Death</p>
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BACKGROUND REGARDING THE ISSUE:

- s.22 the Assisted Living Registry received a complaint from s.22 a mother whose s.22 son, s.22, died s.22 in a private, registered supportive recovery residence in Surrey s.22 s.22
- Supportive recovery homes offer temporary, short-term accommodation to people recovering from problematic substance use, and provide low to moderate services and supports such as counselling and other personal assistance programs. These residences do not provide withdrawal management or treatment services.
- s.22
-
-
- Assisted Living Registry staff completed a site inspection on June 7, 2017 to investigate under the following possible circumstances:
 - a residence may be being operated in a way that puts the health and/or safety of residents at risk; or
 - an operator may be housing a resident who is unable to make the decisions needed to function safely in the semi-independent supportive environment of an assisted living residence.
- The site inspection may result in the need for changes to the residence's health and safety standards and these changes will be communicated to the operator.
- Should the operator need to address health and safety issues and does not, the Community Care and Assisted Living Act allows the assisted living registrar to add and change conditions to an operator's registration, and suspend or cancel a registration. The operator will be notified 30 days before these actions take effect.

- There are two other^{s.22} residences in the Lower Mainland: the one in Vancouver is in the process of registering with the Registry and the other, also in Surrey, is registered and has no issues at this time.
- The Ministry of Health posts substantiated complaints related to assisted living residences online as a public service and for information purposes only. The purpose is to provide a general summary and the action(s) undertaken to address complaints.
- In December 2016, the Ministry of Health wrote to licensed and registered substance use facilities – instructing them to carry naloxone and be trained in its use.

ADVICE AND RECOMMENDED RESPONSE:

- **I want to express my condolences to^{s.22} family and loved ones.**
- **We are committed to providing safe and high-quality care for people recovering from substance use challenges.**
- **An investigation is underway by Assisted Living Registry staff and we will wait for the outcome of that work.**
- **We encourage anyone with a concern about the health or safety of an assisted living resident to make a complaint to the registry.**

Communications Contact: Christine Maloney Reviewer:
 Program Area Contact: HSD
 File Created: June 7, 2017
 File Updated:

Minister's Office	Program Area	Deputy	HLTH Communications
			Kristy Anderson

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE	
Ministry: Health Date: Jan. 16, 2017 Minister Responsible: Terry Lake	Supportive recovery homes

BACKGROUND REGARDING THE ISSUE:

- The issue of supportive recovery houses and their role in recovering from substance use challenges continues to garner media attention.
- Supportive recovery homes are temporary, short-term facilities that offer support to people recovering from substance use problems. They are not considered a long-term residence or treatment facility. They offer short-term hospitality and low to moderate services and supports such as counselling or other personal assistance programs to clients in a residential setting.
- While most are legitimate support residences, some are not, and do not meet the Ministry of Health's definition of supportive recovery services. Some may also take financial advantage of clients.
- Supportive recovery homes do not provide withdrawal management or treatment services.

Background on registration

- Government began licensing supportive recovery homes in the late 1990s, following allegations of abuse, poor living conditions and at least one death from drug overdose.
- In 2001, government ended the licensing program, as very few operators could bring their homes into compliance with the prescriptive licensing regulations at the time.
- In the absence of mandatory registration, the Ministry of Social Development and Social Innovation (SDSI) established a comprehensive approval process for supportive recovery homes to require a minimum standard of services for their clients. They provided a daily per diem per client to the homes that met these standards.
- In 2012, the Ministry of Health and SDSI agreed to introduce a co-ordinated approach. In the spring of 2013, the ministry started registering homes and SDSI changed their per diem funding policy to require funded supportive recovery homes to be registered or in the process of being registered with the Ministry of Health.
- SDSI pays a monthly \$95 comfort allowance to people receiving income assistance while they are living in a registered supportive recovery home, instead of regular monthly assistance. Meanwhile, the registered recovery home receives a per diem of \$30.90 per day for each SDSI client staying there. These clients do not receive any additional funds from SDSI. Per diems help cover the cost of food, shelter and programs or services on behalf of clients.
- Clients in receipt of income assistance who do not live at a registered supportive recovery home receive \$610 a month. People with disabilities receive \$906 a month.
- As of January 13, 2017, there are 106 supportive recovery homes registered across B.C. Another 36 homes have submitted applications for registration, which are being processed. The registered homes are searchable on the Assisted Living Registry website.
- Some supportive recovery homes meet the requirements for licensing as they provide a

higher level of services and supports. Many health authority funded supportive recovery homes are licensed.

Registration requirements/complaints

- Supportive recovery homes are required to be registered with the Assisted Living Registry under the *Community Care and Assisted Living Act (CCALA)*. Under the CCALA, all supportive recovery homes must register if they offer one or two prescribed services, such as psychosocial supports and medication management and five hospitality services. Under the act, hospitality services are defined as “meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system.”
- Assisted living investigators can investigate complaints related to the health and safety of people living in the residence, which may include conducting a site investigation.
- Many businesses calling themselves supportive recovery homes do not meet the CCALA definition of an assisted living residence, offer a lower level of services for their clients and are not required to register.
- These homes can be inspected if there is a complaint against them indicating they may be an assisted living residence, but if they are not providing one or two prescribed services and five hospitality services, the Assisted Living Registry cannot take action. It may be up to the local municipal government or police to intervene.
- Registry staff can also investigate if it has reason to believe a house is offering the level of service that requires registration, or the health and safety of residents are at risk. If an operator is required to register and does not, the ministry can seek imposition of a fine through Crown Counsel, according to the act.
- In 2016, in response to concerns raised by the Seniors Advocate regarding seniors’ assisted living, government amended the *Community Care and Assisted Living Act*.
- The changes included enhancements to the registrar’s inspection and enforcement options. Once in effect, these changes will also apply to the monitoring of registered supportive recovery residences. The amendments will be brought into effect once legally-binding assisted living regulations are ready to be implemented.

City of Surrey

- The city of Surrey has many residences that are called “supportive recovery homes” but many may not meet the Ministry’s expectations for supportive recovery services
- 47 of the province’s 106 registered supportive recovery residences are located in Surrey. An additional eight have applied for registration.
- The City of Surrey and Surrey residents have been demanding the B.C. government act to further regulate supportive recovery homes due to concerns with drug dealing and crime allegedly connected to these homes.
- In 2014, the opposition has proposed a five-point Surrey Accord to reduce crime in Surrey. The accord’s five-point plan includes:
 - Increasing police in Surrey;
 - Establishing a community court;
 - A mental health and addictions plan;
 - Increasing affordable housing; and
 - Regulating supportive recovery homes.
- In December 2016, in order to address the proliferation of supportive recovery residences in its community, the City of Surrey approved a plan to require supportive recovery residences to obtain business licences and to limit the number of supportive recovery residences in Surrey to 55.

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Ministry of Justice:

- There have been a number of media outlets that have reported the justice system referring clients to supportive recovery homes that were not registered, as a condition of the individual's release from prison. Media have reported of drug use and other crimes taking place at these homes.
- The ministry's assistant deputy minister (ADM) of Health Services and Quality Assurance sent a letter to ADMs in the ministries of Justice and Social Development & Social Innovation, providing them with the link to the registered supportive recovery homes.
- The ministry has worked with the Ministry of Justice to educate the courts, police and parole officers about registered support recovery homes and have provided them with a list of registered homes.
- The ministry met with the Ministry of Justice and Surrey RCMP to look at crime in supportive recovery homes in Surrey.
- The meeting resulted in a request to RCMP to do further research into crime stats to determine if the issue of unregulated, unregistered recovery homes being fronts for criminal activities is as widespread as they are suggesting in Surrey.
- The Surrey Criminal Justice Task Force was established in February 2014 by Attorney General and Minister of Justice Suzanne Anton and former Surrey Mayor Diane Watts. It was charged with exploring the unique justice needs and challenges in Surrey and making recommendations to address these challenges.
- On March 19, 2015, the Ministry of Justice released the Surrey Criminal Justice Recommendations Report, prepared by the task force.

DISCUSSION/ADVICE:

- Government has been taking action as the issues that have been raised around unregulated homes that often allegedly target and take advantage of vulnerable populations. The Ministry of Health worked closely with the Ministry of Social Development and Social Innovation to establish the regulatory process to begin registering supportive recovery homes in 2013, and is now focusing on improving the quality of services provided in these homes.
- The recent changes to the *Community Care and Assisted Living Act* (CCALA) enable increased regulatory oversight for assisting living including increased statutory authority for inspections and investigations. Work is underway to develop assisted living regulations that will identify expectations on the types and quality of services for supportive recovery homes and strengthen government's ability to hold providers accountable.
- Registered supportive recovery homes are exempt from the residential tenancy legislation, which means that residents do not have the same tenancy protections as people living in other rental housing.
- The City of Surrey has taken steps to address its concerns by requiring supportive recovery homes to obtain business licences and by limiting the number of supportive recovery homes allowed in Surrey.

ADVICE AND RECOMMENDED RESPONSE:

- **We are committed to providing safe and high quality care for people recovering from substance use challenges.**
- **The ministries of Health and Social Development and Social Innovation worked**

closely together to create a registration process that gives safe options for people who are looking for supportive recovery services.

- Registered supportive recovery homes receive funding from the Ministry of Social Development and Social Innovation of \$30.90 a day per client.
- My ministry has also worked with the Ministry of Justice to make sure the courts, police and parole officers are aware of registered supportive recovery homes and have access to this list.
- People have the option to choose where they live. If an individual is looking for room and board and not the services provided by supportive recovery homes, we are not going to stop them from living in these houses.
- If someone is looking for the services that supportive recovery homes offer, they can go to the Assisted Living Registry website and find a listing of these homes by community and if they are already connected to health authority substance use services, those resources can provide advice on appropriate supportive recovery homes that are available.

Secondary messages:

- All supportive recovery homes must register if they offer at least one prescribed services (such as helping residents attend addictions meetings, or offering stress and anger management training) and five hospitality services (meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system).
- Any supportive recovery home offering this level of service must be registered with the province and meet provincial health and safety standards.
- Our government has registered 106 supportive recovery homes across the province and is in the process of registering an additional 36 homes.
- Registration helps supportive recovery homes to be safe environments for vulnerable people.
- All registered supportive recovery homes are inspected before they are registered and subject to regulations under the *Community Care and Assisted Living Act*. They are also eligible to receive per diem funding from the Ministry of Social Development and Social Innovation for income assistance clients.
- In 2016, government amended the Community Care and Assisted Living Act the changes included inspection and enforcement enhancements that once in effect, will apply to the monitoring of registered supportive recovery residences.
- Houses that do not offer this level of service – regardless of what they call themselves – are not supportive recovery homes, but are bound by municipal and criminal laws.

If asked about supportive recovery homes that are unregistered:

- There are homes in B.C. that may call themselves supportive recovery, but they do not provide the same level of services.
- Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.
- People who receive income assistance benefits from the Ministry of Social

ADVICE TO MINISTER

Development and Social Innovation have the right to choose where they live, including registered homes or unregistered homes.

If asked about de-licensing of supportive recovery houses:

- **About 100 supportive recovery residences operated in B.C. in 1998 when the licensing requirements were introduced – by 2001, only about 30 of those had been licensed.**
- **Many of the licensing requirements added high costs for operators, with no clear benefit to residents.**
- **For example, the licensing rules required having a window area of not less than 10 per cent of the bedroom's floor area...recording height and weight of residents...or designating an employee trained to organize and supervise recreational programs.**
- **Legitimate supportive recovery homes were facing closure because of the licensing requirements. In addition, the requirements held many room-and-board operations to the same standards as a licensed care facility. A one size fits all approach didn't work.**
- **Houses that are providing fewer services are still bound by municipal and criminal laws and regulations.**

Communications Contact:	Laura Stovel
Program Area Contact:	Sharon Stewart
File Created:	Aug. 7, 2013
File Updated:	

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE

Ministry: Health

Date: Apr. 25, 2018

Minister Responsible: Adrian Dix

Supportive Recovery Homes

ISSUE SUMMARY:

- Supportive recovery homes continue to garner media attention due to perceived lack of regulation. While many are legitimate registered residences, there are complaints that some do not provide quality of care and they may take financial advantage of clients.
- On April 5, 2018, BC Coroner Service released the death review panel's report on illicit drug overdose deaths. The panel had two recommendations to the Ministry of Health and the Ministry of Mental Health and Addictions, to strengthen regulation of public and private addiction treatment facilities as well as services (https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/death-investigation/death-review-panel/bccs_illicit_drug_overdose_drp_report.pdf)
- The death review panel's chair Michael Egilson was quoted in a recent interview that it is difficult to estimate the number of unlicensed supportive recovery homes and the treatment they deliver (<http://vancouversun.com/opinion/columnists/harm-reduction-not-enough-to-end-b-c-overdose-crisis>).

BACKGROUND REGARDING THE ISSUE:

- Supportive recovery homes are temporary, short-term homes that offer support to people recovering from substance use problems. They offer low to moderate services and supports such as counselling or other personal assistance programs to clients in a residential setting. They do not provide withdrawal management or treatment services.
- Under the Community Care and Assisted Living Act, supportive recovery homes are required to be registered with the Assisted Living Registry if they are:
 - Providing housing and services to more than two adults (not related by blood or marriage to the operator),
 - Providing hospitality services and at least one but no more than two prescribed services such as psychosocial supports and medication management, and five hospitality services.

*Under the Act, hospitality services are defined as "meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system".
- The Assisted Living Registry (ALR) has a team of investigators responsible for inspecting supportive recovery assisted living residences to ensure they are complying with the health and safety standards.
- Inspections of the residence are part of the registration process – applicants must successfully pass an ALR inspection as part of the registration process.
- Investigators also conduct inspections as part of the ALR's complaint management process.
- Other public officials (e.g. Health Authority Medical Health Officers, Environmental Health Officers, bylaw officers) may also conduct inspections at the request of the ALR, or according to their own policies and regulations.
 - Medical health officer would also inspect the facility if they had reason to believe

that the operator needed to be licensed.

- As of March 13, 2018, there are 117 supportive recovery homes registered across B.C. (publicly subsidized and private pay), with a total of 1,061 units:
 - 76 in Fraser Health, 16 in Island Health, 12 in Interior Health, six in Vancouver Coastal Health and three in Northern Health.
- Registered homes are searchable on the Assisted Living Registry website.
- It is unlawful for supportive recovery homes to operate without a registration from the Assisted Living Registry. It is also an offence to operate an unregistered recovery home and non-registered residences could be subject to an injunction if they are discovered.
- The Registrar has the authority to make a report to Crown Counsel and request that the Offence provisions of the Act be used. This could mean imposing a fine of up to \$10,000 for operating unlawfully for each day the offence continues.
- Operators who provide 3 or more prescribed services need to be licensed under the Community Care and Assisted Living Act, rather than registered as an assisted living residence. Their facilities are inspected by health authorities' community care licensing programs.

Community Care and Assisted Living Act

- On Tuesday, March 6, 2018, the Ministry of Health introduced amendments to the Community Care and Assisted Living Act (CCALA) to create greater transparency.
- The newly introduced legislation will only impact supportive recovery homes that are either registered with the Assisted Living Registry or are operating in contravention of the Act with more than three people, and are not registered with the Assisted Living Registry.
- The amendments will make sure that information is posted online and the information is consistent across all regions of the province. This include facilities that provide daycare and residential care services and residences that offer assistance for seniors, those with developmental disabilities, mental health and substance use disorders, as well as brain injuries.
- Specifically, the following pieces of information will be posted for all licensed/registered operators (including child care, residential care facilities and assisted living residences):
 - Name of the operator
 - Name and address of the facility or residence
 - Summaries of inspection reports
 - Summaries of investigation reports where non-compliance has been substantiated.
- This information will be posted on health authority community care licensing program websites for all community care facilities (child care and residential care).
- Information on all registered assisted living residences (seniors, mental health and substance use) will be posted on the website of the Assisted Living Registry.
- In addition, unlicensed and unregistered operators who are operating in contravention of the Act will have information published including:
 - Operator name
 - Business name
 - Business address
 - Inspection reports
 - Investigation reports where non-compliance has been substantiated.
 - Summaries of inspection reports and findings and any actions planned or taken by a Medical Health Officer, the Assisted Living Registrar or an operator will be posted for five years.

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- Summaries of all substantiated complaint investigations will be posted for five years and then removed from the public website.
- If, during the five year period, a facility or residence becomes licensed or registered, information about their prior status acting in contravention of the Act will be removed from the public website.
- If, during a follow-up inspection, the facility or residence is determined to be in compliance with legislation, the posted information will be updated to reflect that they are now in compliance.
- Information will not be posted if a complaint is not substantiated.

BC Coroners Service Death Panel Review

- The death review panel identified three key areas in their report to reduce illicit drug overdose deaths, and one of them is:
 - The need to provincially regulate and appropriately oversee treatment and recovery programs and facilities to ensure that:
 - a. they provide evidence-based, quality care; and,
 - b. that outcomes are closely monitored and evaluated.
- Based on the above key area, the panel had two specific recommendations to the Ministry of Health, and Ministry of Mental Health and Addictions:
 1. By September 2019, the Ministry of Health and the Ministry of Mental Health and Addictions in collaboration with First Nations Health Authority will develop and or revise provincial regulations for public and private addiction treatment facilities and services to set standards for provision of evidence-based treatment and require that these programs be systematically evaluated and monitored to ensure compliance.
 2. By April 2019, the Ministry of Health and Ministry of Mental Health and Addictions will establish a provincial registry of licenced, regulated addiction programs and facilities.
- The Ministry of Health's proposed legislative changes to the Community Care and Assisted Living Act (CCALA) is a step towards addressing the panel's recommendations.
- The Ministry is working to achieve the panel's recommendation of a provincial registry by April 2019, which will provide better website information that is more searchable for the public (the ministry already has a list of all registered residences, and the health authorities have lists of all licensed facilities as well).
- Also, an additional \$2.09 million has been added to the Ministry of Health's budget to boost the number of health authority licensing officers. These officers inspect and monitor care facilities, including child-care places.
- The Assisted Living Registry convened working groups for seniors care, mental health, and substance use, and also conducted an on-line consultation. The feedback from these consultations will be used to develop regulations for specific populations.

Ministry of Social Development and Poverty Reduction

- The government, through the former Ministry of Health and Ministry responsible for Seniors, began licensing supportive recovery homes in the late 1990s, following allegations of abuse, poor living conditions and at least one death from drug overdose.

- In 2001, government ended the licensing program, as very few operators could bring their homes into compliance with the prescriptive licensing regulations at the time.
- The Ministry of Health then worked closely with the Ministry of Social Development and Social Innovation (the former name of SDPR) to begin registering supportive recovery homes as assisted living residences in 2013.
- In the absence of a licensing program, the former Ministry of Social Development and Social Innovation established a comprehensive approval process for supportive recovery homes to require a minimum standard of services for their clients. They provided a daily per diem per client to the homes that met these standards.
- Ministry of Social Development and Poverty Reduction (SDPR) pays a monthly \$95 comfort allowance to people receiving income assistance while they are living in a registered supportive recovery home, instead of regular monthly assistance. Meanwhile, the registered recovery home receives a per diem of \$30.90 per day for each SDPR client staying there. Per diems are intended to help cover the cost of food, shelter and programs or services on behalf of clients.
- Single clients in receipt of income assistance who do not live at a registered supportive recovery home receive up to \$710 per month. Single Persons with disabilities receive up to \$1160.42 per month.

Ministry of the Attorney General

- Media outlets have reported the justice system referring clients to supportive recovery homes that were not registered, as a condition of the individual's release from prison. Media have reported of drug use and other crimes taking place at these homes.
- The Ministry of Health worked with the former Ministry of Justice to educate the courts, police and parole officers about registered support recovery homes and have provided them with a list of registered homes. The also met with Surrey RCMP to look at crime in supportive recovery homes in Surrey.

DISCUSSION/ADVICE:

- At this time, there is no dedicated regulation under the Community Care and Assisted Living Act (the Act) specific to substance-use treatment facilities nor does it address treatment standards, as the Act covers a wide variety of care types, including seniors care, mental health, substance- use, hospice, and group homes.
- The recent amendments to the Act will only impact supportive recovery homes that are either registered with the Assisted Living Registry, or those that are operating in contravention of the Act with more than three people and not registered with the Assisted Living Registry.
- These homes are exempt from residential tenancy legislation, which means that residents do not have the same tenancy protections as people living in other rental housing.
- The City of Surrey and Surrey residents have been demanding for years that the B.C. Government act to further regulate supportive recovery homes due to concerns with drug dealing and crime allegedly connected to these homes.
- The city has residences that are called "supportive recovery homes" but some may not meet the Ministry of Health's housing, prescribed service and hospitality services requirements for registration.
- 47 of the province's 117 registered supportive recovery residences are located in Surrey.
- In December 2016, in order to address the proliferation of supportive recovery residences in its community, the City of Surrey approved a plan to require supportive

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recovery residences to obtain business licences and to limit the number of supportive recovery residences in Surrey to 55.

- When in Opposition, the NDP proposed a five-point Surrey Accord to reduce crime in 2014. It included:
 - Increasing police in Surrey;
 - Establishing a community court;
 - A mental health and addictions plan;
 - Increasing affordable housing; and
 - Regulating supportive recovery homes.

ADVICE AND RECOMMENDED RESPONSE:

- The path to recovery looks different for different people, and we need a full range of treatment options – supportive recovery homes are one option.
- They are an important service within the range of addictions treatment services in the province.
- Supportive recovery homes for people recovering from substance use issues are required to register with the Assisted Living Registry if they offer three or more beds.
- As part of registration, all operators must meet provincial health and safety standards and have their facilities inspected by the Assisted Living Registry's investigators.
- We have recently announced improvements to Community Care and Assisted Living Act, which will provide the public with better information when they are searching for care.
- In addition, we are also working on the implementation of Bill 16, which will provide additional powers for the Assisted Living Registrar, and will provide added protections for persons receiving services.
 - These amendments will provide better protection and enhance the safety of vulnerable populations, including those with mental health and substance use disorders.
- The Assisted Living Registry convened working groups for seniors care, mental health, and substance use, and also conducted an on-line consultation. The feedback from these consultations will be used to develop regulations for specific populations.
- We know there is more we can do to monitor quality of care and outcomes in detox and residential treatment programs, and this will be a key priority of regional health authority addiction programs over the next year.
- I understand the BC Centre on Substance Use also is engaging with the recovery community, including people with lived experience, to: develop and recommend approaches for treatment and recovery, and help ensure recovery homes are an effective, evidence-based treatment option within the system of addictions care.

If asked about the BC Coroners' Death Review Panel recommendations

- We thank the BC Coroners Service and the death review panel for their report, which helps us better understand overdose deaths in B.C. and target our resources where they're most needed.
- The Ministries of Mental Health and Addictions, Health, Public Safety and Solicitor General will be working with the Provincial Health Officer, Provincial Health Services Authority, First Nations Health Authority, as well as regional health authorities on the panel's recommended actions.
- The amendments to the Community Care and Assisted Living Act is our first step towards the panel's recommendation for greater accountability for treatment centres.
- The amendments will ensure that information on all community-care facilities is posted at an easily accessible location online, and that information is consistent throughout all regions of the province:
- Information available will include summaries of inspection reports, as well as summaries of substantiated complaints.
- The name of the operator, the name of the facility and the addresses of the facility will be posted, unless doing so would be a health and safety risk for the people in care.
- In addition, we are also working on the implementation of Bill 16, which will provide greater protection for vulnerable populations receiving services, including those dealing with mental health and substance use issues.

If asked about facilities impacted by this legislation amendments

- All licensed community care facilities, including child/youth residential care and registered assisted living residences, will be impacted by the changes to legislation in terms of the information that will be publicly available about each facility.
- Since registered supportive recovery homes are considered assisted living residences, they will be impacted by the changes to legislation in terms of the information that will be publicly available about each residence.
- Operators of supportive recovery homes acting in contravention of the Act will be impacted by these changes. If it is substantiated that a residence is operating in contravention of the Act, this information will be posted online.
- Where there is a health or safety concern affecting persons being provided care about having the facility address online, the operator may apply to the medical health officer or the Assisted Living Registrar for an exemption to the posting requirement.

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If asked about registering a supportive recovery home:

- Under the current regulations, all supportive recovery homes must register as assisted living residences and meet provincial health and safety standards if they:
 - Are providing housing and services to more than two adults
 - Are providing hospitality services (such as meals, housekeeping or laundry) and at least one but no more than two prescribed services (such as supporting residents with the strategies for relapse prevention).
- There are currently 117 supportive recovery homes registered across B.C. with a total of 1,061 units.
- The Assisted Living Registry has a team of investigators responsible for inspecting supportive recovery assisted living residences to ensure they are complying with the health and safety standards.
- Prospective operators must undergo a comprehensive application process to ensure they comply with all relevant provincial and municipal laws and regulations, as well as demonstrating they understand and comply with the ALR's health and safety standards.

If asked about supportive recovery homes that are unregistered:

- Under the Community Care and Assisted Living Act, it is unlawful for supportive recovery homes that have three or more people to operate without a registration from the Assisted Living Registry.
- It is an offence to operate an unregistered residence and non-registered residences could be subject to an injunction if they are discovered.
- The Registrar could also make a report to Crown Counsel and request that the Offence provisions of the Act be used, this could mean imposing a fine of up to \$10,000 for each day the residence is operating unlawfully.
- The recent legislation changes will apply to all supportive recovery homes, whether they are registered or unregistered, if they have three or more people.
- I want clarify that facilities with two or less people will not be affected by the legislation changes, because a licence or registration is not required if an operator is providing care or services to only one or two persons:
- Additionally, the legislation changes does not affect an operator that is not providing one or more prescribed services, such as psychosocial supports or medication management
- That being said, houses that are not required to be registered or licensed are still bound by municipal and criminal laws and regulations.

- **People who receive Provincial income assistance benefits have the right to choose where they live, including registered homes or unregistered homes.**
- **Our government will be looking at this issue and what further regulation is needed for supportive recovery homes – including those that are not registered – to ensure that vulnerable British Columbians are protected and get safe, appropriate supports on their path to recovery from addiction.**

Communications Contact: Jessica Li
 Program Area Contact:
 File Created: Apr. 25, 2018
 File Updated:

Reviewer: Laura Heinze

Minister's Office	Program Area	Deputy	HLTH Communications

ADVICE TO MINISTER

CONFIDENTIAL ISSUES NOTE

Ministry: Health

Date: Sept. 24, 2018

Minister Responsible: Adrian Dix

Supportive Recovery Residences

ISSUE SUMMARY:

- Supportive recovery residences continue to garner media attention due to perceived lack of regulation. While many are legitimate registered residences, there are complaints that some do not provide quality of care and they may take financial advantage of clients.
- On April 5, 2018, BC Coroner Service released the death review panel's report on illicit drug overdose deaths. The panel had two recommendations to the Ministry of Health and the Ministry of Mental Health and Addictions, to strengthen regulation of public and private addiction treatment facilities as well as services (https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/death-investigation/death-review-panel/bccs_illicit_drug_overdose_drp_report.pdf)
- The death review panel's chair Michael Egilson was quoted in a recent interview that it is difficult to estimate the number of unlicensed supportive recovery residences and the treatment they deliver (<http://vancouversun.com/opinion/columnists/harm-reduction-not-enough-to-end-b-c-overdose-crisis>).
- On September 1, 2018, the Bill 5 amendments to the *Community Care and Assisted Living Act* came into effect (CCALA).
- The amendments will make sure that information on assisted living residences and licensed community care facilities, including daycares and residential care facilities, which offer assistance for seniors, those living with developmental disabilities, mental health and substance use disorders, and brain injuries is posted online and that information is consistent across all regions of the province.
- Information available will include summaries of inspection reports as well as summaries of substantiated complaints.

BACKGROUND REGARDING THE ISSUE:

- Supportive recovery residences are temporary, short-term residences that offer support to people recovering from substance use problems. They offer low to moderate services and supports such as lay/peer based counselling or other personal assistance programs to clients in a residential setting. They do not provide withdrawal management or treatment services.
- Under the *Community Care and Assisted Living Act*, supportive recovery residences are required to be registered with the Assisted Living Registry if they are:
 - Providing housing and services to more than two adults (not related by blood or marriage to the operator),
 - Providing hospitality services and at least one but no more than two prescribed services such as psychosocial supports and medication management, and five hospitality services.

*Under the Act, hospitality services are defined as "meal services, housekeeping services, laundry services, social and recreational opportunities and a 24 hour emergency response system".

- The Assisted Living Registry (ALR) has a team of investigators responsible for inspecting supportive recovery assisted living residences when there is a complaint to ensure they are complying with the health and safety standards.
- Inspections of the residence are part of the registration process – applicants must successfully pass an ALR inspection as part of the registration process.
- Investigators also conduct inspections as part of the ALR's complaint management process.
- Other public officials (e.g. Health Authority Medical Health Officers, Environmental Health Officers, bylaw officers) may also conduct inspections at the request of the ALR, or according to their own policies and regulations.
 - A Medical health officer could also inspect the facility if they had reason to believe that the operator needed to be licensed.
- As of March 13, 2018, there are 117 supportive recovery residences registered across B.C. (publicly subsidized and private pay), with a total of 1,061 units:
 - 76 in Fraser Health, 16 in Island Health, 12 in Interior Health, six in Vancouver Coastal Health and three in Northern Health.
- Registered residences are searchable on the Assisted Living Registry website.
- It is unlawful for supportive recovery residences to operate without a registration from the Assisted Living Registry website. It is also an offence to operate an unregistered recovery home and non-registered residences could be subject to an injunction if they are discovered.
- The Registrar has the authority to make a report to Crown Counsel and request that the Offence provisions of the Act be used. This could mean that government could impose a fine of up to \$10,000 for operating unlawfully for each day the offence continues.
- Operators who provide 3 or more prescribed services need to be licensed under the Community Care and Assisted Living Act, rather than registered as an assisted living residence. Their facilities are inspected by health authorities' community care licensing programs.

Community Care and Assisted Living Act

- On Tuesday, March 6, 2018, the Ministry of Health introduced amendments to the *Community Care and Assisted Living Act* to provide more information and transparency around assisted living residences and licensed community care facilities.
- The legislation came into effect on September 1, 2018, and only impacts supportive recovery residences that are either registered with the Assisted Living Registry or are operating in contravention of the Act with more than three people, and are not registered with the Assisted Living Registry.
- The amendments will ensure that information is posted online and the information is consistent across all regions of the province.
 - This include facilities that provide daycare and residential care services and residences that offer assistance for seniors, those with developmental disabilities, mental health and substance use disorders, as well as brain injuries.
- Specifically, the following pieces of information will be posted for all licensed/registered operators (including child care, residential care facilities and assisted living residences):
 - Name of the operator
 - Name and address of the facility or residence
 - Summaries of inspection reports
 - Summaries of investigation reports where non-compliance has been substantiated.
- This information will be posted on health authority community care licensing program

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websites for all community care facilities (child care and residential care).

- Information on all registered assisted living residences (seniors, mental health and substance use) will be posted on the website of the Assisted Living Registry.
- In addition, unlicensed and unregistered operators who are operating in contravention of the Act will have information published including:
 - Operator name
 - Business name
 - Business address
 - Inspection reports
 - Summaries of Investigation reports where non-compliance has been substantiated.
 - Summaries of inspection reports and findings and any actions planned or taken by a Medical Health Officer, the Assisted Living Registrar or an operator will be posted for five years.
 - Summaries of all substantiated complaint investigations will be posted for five years and then removed from the public website.
- If, during the five year period, a facility or residence becomes licensed or registered, information about their prior status acting in contravention of the Act will be removed from the public website.
- If, during a follow-up inspection, the facility or residence is determined to be in compliance with legislation, the posted information will be updated to reflect that they are now in compliance.
- Information will not be posted if a complaint is not substantiated.
- The Ministry of Health is in the process of developing the overall set of regulations for the assisted living sector, and the Ministry of Mental Health and Addictions is working with the Ministry of Health on components that are specific to the supportive recovery sector to enhance provincial service delivery and quality standards, and provide additional accountability mechanisms.

BC Coroners Service Death Panel Review

- The death review panel identified three key areas in their report to reduce illicit drug overdose deaths, and one of them is:
 - The need to provincially regulate and appropriately oversee treatment and recovery programs and facilities to ensure that:
 - a. they provide evidence-based, quality care; and,
 - b. that outcomes are closely monitored and evaluated.
- Based on the above key area, the panel had two specific recommendations to the Ministry of Health, and Ministry of Mental Health and Addictions:
 1. By September 2019, the Ministry of Health and the Ministry of Mental Health and Addictions in collaboration with First Nations Health Authority will develop and or revise provincial regulations for public and private addiction treatment facilities and services to set standards for provision of evidence-based treatment and require that these programs be systematically evaluated and monitored to ensure compliance.
 2. By April 2019, the Ministry of Health and Ministry of Mental Health and Addictions will establish a provincial registry of licenced, regulated addiction programs and facilities.

- The Ministry of Health's proposed legislative changes to the Community Care and Assisted Living Act (CCALA) is a step towards addressing the panel's recommendations.
- The Ministry is working to achieve the panel's recommendation of a provincial registry by April 2019, which will provide better website information that is more searchable for the public (the ministry already has a list of all registered residences, and the health authorities have lists of all licensed facilities as well).
- Also, an additional \$2.09 million has been added to the Ministry of Health's budget to boost the number of health authority licensing officers. These officers inspect and monitor care facilities, including child-care places.
- The Assisted Living Registry convened working groups for seniors care, mental health, and substance use, and also conducted an on-line consultation. The feedback from these consultations will be used to develop regulations for specific populations.

Ministry of Social Development and Poverty Reduction

- The government, through the former Ministry of Health and Ministry responsible for Seniors, began licensing supportive recovery residences in the late 1990s, following allegations of abuse, poor living conditions and at least one death from drug overdose.
- In 2001, government ended the licensing program, as very few operators could bring their residences into compliance with the prescriptive licensing regulations at the time.
- The Ministry of Health then worked closely with the Ministry of Social Development and Social Innovation (the former name of SDPR) to begin registering supportive recovery residences as assisted living residences in 2013.
- In the absence of a licensing program, the former Ministry of Social Development and Social Innovation established a comprehensive approval process for supportive recovery residences to require a minimum standard of services for their clients. They provided a daily per diem per client to the residences that met these standards.
- Ministry of Social Development and Poverty Reduction (SDPR) pays a monthly \$95 comfort allowance to people receiving income assistance while they are living in a registered supportive recovery home, instead of regular monthly assistance. Meanwhile, the registered recovery home receives a per diem of \$30.90 per day for each SDPR client staying there. Per diems are intended to help cover the cost of food, shelter and programs or services on behalf of clients.
- Single clients in receipt of income assistance who do not live at a registered supportive recovery home receive up to \$710 per month. Single Persons with disabilities receive up to \$1160.42 per month.

Ministry of the Attorney General

- Media outlets have reported the justice system referring clients to supportive recovery residences that were not registered, as a condition of the individual's release from prison. Media have reported of drug use and other crimes taking place at these residences.
- The Ministry of Health worked with the former Ministry of Justice to educate the courts, police and parole officers about registered support recovery residences and have provided them with a list of registered residences. They also met with Surrey RCMP to look at crime in supportive recovery residences in Surrey.

DISCUSSION/ADVICE:

- At this time, there is no dedicated regulation under the Community Care and Assisted

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Living Act (the Act) specific to substance-use treatment facilities nor does it address treatment standards, as the Act covers a wide variety of care types, including seniors care, mental health, substance- use, hospice, and group residences.

- The amendments to the Act only impact supportive recovery residences that are either registered with the Assisted Living Registry, or those that are operating in contravention of the Act with three or more people and not registered with the Assisted Living Registry.
- These residences are exempt from residential tenancy legislation, which means that residents do not have the same tenancy protections as people living in other rental housing.
- The City of Surrey and Surrey residents have been demanding for years that the B.C. Government act to further regulate supportive recovery residences due to concerns with drug dealing and crime allegedly connected to these residences.
- The city has residences that are called “supportive recovery residences” but some may not meet the Ministry of Health’s housing, prescribed service and hospitality services requirements for registration.
- 48 of the province’s 113 registered supportive recovery residences are located in Surrey.
- In December 2016, in order to address the proliferation of supportive recovery residences in its community, the City of Surrey approved a plan to require supportive recovery residences to obtain business licences and to limit the number of supportive recovery residences in Surrey to 55.
- When in Opposition, the NDP proposed a five-point Surrey Accord to reduce crime in 2014. It included:
 - Increasing police in Surrey;
 - Establishing a community court;
 - A mental health and addictions plan;
 - Increasing affordable housing; and
 - Regulating supportive recovery residences.

ADVICE AND RECOMMENDED RESPONSE:

- **Supportive recovery residences are an important service within the range of addictions treatment services in the province.**
 - **Supportive recovery residences for people recovering from substance use issues are required to register with the Assisted Living Registry if they offer three or more beds.**
 - **As part of registration, all operators must meet provincial health and safety standards and have their facilities inspected by the Assisted Living Registry’s investigators.**
- **We know that the issue of supportive recovery residence regulation requires action, and it is part of our provincial plan to build a better system of mental health and addictions care across B.C.**
- **The amendments of Bill 5 introduced in the *Community Care and Assisted Living Act* are a first step towards ensuring transparency, so that the people can make the best care choices for their children, parents and loved ones.**
- **We are also working on the implementation of Bill 16, which will provide**

additional powers for the Assisted Living Registrar. It will also provide better protection and enhance the safety of vulnerable populations, including those with mental health and substance use disorders.

- We are examining what further regulation is needed for assisted living supportive recovery residences to ensure that vulnerable British Columbians are protected and get safe, appropriate care on their path to treatment and recovery.
- We know there is more we can do to monitor quality of care and outcomes in detox and residential treatment programs, and this will be a key priority of regional health authority addiction programs over the next year.
- The Assisted Living Registry convened working groups for seniors care, mental health, and substance use, and also conducted an on-line consultation. The feedback from these consultations will be used to develop regulations for specific populations.
- I understand the BC Centre on Substance Use also is engaging with the recovery community, including people with lived experience, to: develop and recommend approaches for treatment and recovery, and help ensure recovery residences are an effective, evidence-based treatment option within the system of addictions care.

If asked about the BC Coroners' Death Review Panel recommendations

- We thank the BC Coroners Service and the death review panel for their report, which helps us better understand overdose deaths in B.C. and target our resources where they're most needed.
- The Ministries of Mental Health and Addictions, Health, Public Safety and Solicitor General will be working with the Provincial Health Officer, Provincial Health Services Authority, First Nations Health Authority, as well as regional health authorities on the panel's recommended actions.
- The amendments to the Community Care and Assisted Living Act are our first step towards the panel's recommendation for greater accountability for treatment centres.
- The amendments will ensure that information on all community-care facilities is posted at an easily accessible location online, and that information is consistent throughout all regions of the province:
- Information available will include summaries of inspection reports, as well as summaries of substantiated complaints.
- The name of the operator, the name of the facility and the addresses of the facility will be posted, unless doing so would be a health and safety risk for the people in care.

ADVICE TO MINISTER

- In addition, we are also working on the implementation of Bill 16, which will provide greater protection for vulnerable populations receiving services, including those dealing with mental health and substance use issues.

If asked about facilities impacted by this legislation amendments

- All licensed community care facilities, including child/youth residential care and registered assisted living residences, will be impacted by the changes to legislation in terms of the information that will be publicly available about each facility.
- Since registered supportive recovery residences are considered assisted living residences, they will be impacted by the changes to legislation in terms of the information that will be publicly available about each residence.
- Operators of supportive recovery residences acting in contravention of the Act will be impacted by these changes. If it is substantiated that a residence is operating in contravention of the Act, this information will be posted online.
- Where there is a health or safety concern affecting persons being provided care about having the facility address online, the operator may apply to the medical health officer or the Assisted Living Registrar for an exemption to the posting requirement.

If asked about registering a supportive recovery home:

- Under the current regulations, all supportive recovery residences must register as assisted living residences and meet provincial health and safety standards if they:
 - Are providing housing and services to more than two adults (not related by blood or marriage to the operator)
 - Are providing hospitality services (such as meals, housekeeping or laundry) and at least one but no more than two prescribed services (such as supporting residents with the strategies for relapse prevention).
- There are currently 113 registered assisted living supportive recovery residences across the province, and 24 residences are in the process of registering.
- The Assisted Living Registry has a team of investigators responsible for inspecting supportive recovery assisted living residences to ensure they are complying with the health and safety standards.
- Prospective operators must undergo a comprehensive application process to ensure they comply with all relevant provincial and municipal laws and regulations, as well as demonstrating they understand and comply with the ALR's health and safety standards.

If asked about supportive recovery residences that are unregistered:

- Under the Community Care and Assisted Living Act, it is unlawful for supportive recovery residences that have three or more people to operate without a registration from the Assisted Living Registry.
- It is an offence to operate an unregistered residence and non-registered residences could be subject to an injunction if they are discovered.
- The Registrar could also make a report to Crown Counsel and request that the Offence provisions of the Act be used, this could mean imposing a fine of up to \$10,000 for each day the residence is operating unlawfully.
- The recent legislation changes will apply to all supportive recovery residences, whether they are registered or unregistered, if they have three or more people.
- I want clarify that facilities with two or less people will not be affected by the legislation changes, because a licence or registration is not required if an operator is providing care or services to only one or two persons:
- Additionally, the legislation changes does not affect an operator that is not providing one or more prescribed services, such as psychosocial supports or medication management
- That being said, houses that are not required to be registered or licensed are still bound by municipal and criminal laws and regulations.
- People who receive Provincial income assistance benefits have the right to choose where they live, including registered residences or unregistered residences.
- Our government will be looking at this issue and what further regulation is needed for supportive recovery residences – including those that are not registered – to ensure that vulnerable British Columbians are protected and get safe, appropriate supports on their path to recovery from addiction.

Communications Contact: Jessica Li

Reviewer: Laura Heinze

Program Area Contact:

File Created: Apr. 25, 2018

File Updated: Sept. 24, 2018

Minister's Office	Program Area	Deputy	HLTH Communications

CONFIDENTIAL ISSUES NOTE

August 7, 2018

Turning Point Recovery Society Requests Emergency Funding

Turning Point Recovery Society has made a request for emergency funding citing increased operating costs due to Vancouver Coastal Health's licensing requirements. The request was sent directly to the Ministers of Health, Mental Health and Addictions and Social Development and Poverty Reduction.

Background

- Turning Point Recovery Society (TP) is a licensed, non-profit provider of residential substance use support recovery and stabilizing and transitional living (STLR) in the lower mainland.
- Turning Point is one of eight support recovery and STLR providers in the VCH region.
- Vancouver Coastal Health (VCH) currently contracts with TP for 25 beds in six homes, which are located in Vancouver; Richmond, North Vancouver.
- TP is planning to open a new facility in Squamish. The opening date and operational plan for that home has yet to be determined. The Coastal Community of Care is currently contracting with TP for 4 beds in their other facilities in the region.
- TP beds are distributed as follows:

VCH Community of Care	Contracted Beds	Total Beds	% VCH
Vancouver	5	22	22%
North Vancouver	8	18	44%
Squamish	4	9 TBD	44%
Richmond	8	18	44%
Total	25	67	37%

- s.13
- In fiscal 17/18, VCH provided 382K in funding to TP for contracted beds.
- In March 2016, the death of Brandon Jansen in a Powell River recovery house (not affiliated with TP) highlighted the need for naloxone availability on site and staff trained to administer it. A Director of Licensing Standard of Practice was issued provincially on December 7, 2016 requiring all licensed care facilities providing care to persons at risk of an opioid overdose to have naloxone and staff trained to administer it available at all times.
- s.22
- TP applied to VCH for a license under the Community Care and Assisted Living Act to operate a new 9-bed men's support recovery facility in North Vancouver which was slated to open in the summer of 2017.
- The application was rejected in August 2017 and again in September 2017 based on the proposed number of prescribed services and level of supervision. The application confirmed that at times, TP would have volunteers on site but no qualified staff and at other times, the on-site staff member or volunteer was asleep.
- TP's license application was approved in October, 2017 with the condition that a paid staff person with appropriate training and experience to meet the needs of persons in care would be on duty site 24 hours/day, and that staff are trained and able to monitor residents at risk of overdose and respond at any time, which requires overnight staff to remain awake throughout their shift.

- In June 2018, TP sent a letter to the Ministers of Health, Mental Health and Addictions and Social Development and Poverty Reduction requesting 500K in emergency funding to meet VCH licensing requirements. These were identified as: having a staff member awake at night; having additional staff during the day; not being able to utilize volunteers due to 2016 changes to the Residential Care Regulations, and a requirement for Master's level counselors.
- As TP has put forward a global funding request, it is not clear to VCH what the specific funding shortfall is at each facility to enable TP to meet the regulations.
- Existing VCH contracts with TP require staffing of sites 24 hours per day/7 days a week.
- The Residential Care Regulation provisions related to volunteers did not change in 2016. Through the review of the new North Vancouver site application it became clear that TP did not have trained staff on site and/or awake at night and additionally, sometimes relied on volunteers to staff their facilities during daytime hours. This is not consistent with the regulatory requirements for the supervision of persons in care.
- VCH Licensing did not request that TP retain Master's level counselors but rather, have appropriately trained and qualified staff on site. TP advised Licensing that they preferred their managers to be at a Master's Level. It's unclear how this adds to TP's operational costs as they currently have managers overseeing their sites as part of their existing operating model.
- In July 9, 2018, TP advised their VCH contract manager in North Vancouver that they would be closing their women's site July 13 temporarily due to the^{s.22}

- Residents were moved to other TP facilities in Vancouver and Richmond.
- TP advised that new staff were being trained and that the women's home would re-open by the end of July pending criminal record reviews however, the facility remains closed at this time.
- Following a regional review, it's been determined that only one other support recovery provider has made a request for additional funding as a result of the Licensing Standard of Practice directive. This provider has been given additional funding as VCH holds a contract for 100% of the beds on their site.
- VCH leaders from the Regional Mental Health and Substance Use and Addiction Programs have requested a meeting with Turning Point to get a better understanding of the current state of their operations, staffing plans and challenges.

Key Messages

- Turning Point is a valued residential support recovery and STLR provider offering services in Vancouver, Richmond, North Shore and Sea to Sky.
- Support Recovery and STLR facilities are part of the continuum of community services for individuals recovering from addiction.
- It is important for client and staff safety that licensing conditions are met in facilities governed under the Community Care and Assisted Living Act and that are responsible for persons in care.
- VCH is committed to working with providers to ensure that they can deliver safe care in a facility staffed by appropriately trained individuals.
- VCH has requested a meeting with Turning Point to understand their needs and challenges in order to find solutions. VCH will be asking TP to bring forward a plan to re-open the women's recovery house in North Vancouver as well as the following information, taking into account the number of beds VCH contracts from TP:
 - a detailed budget submission including current staffing configuration and proposed staffing plan to meet regulations at all of their facilities
 - a detailed budget submission

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