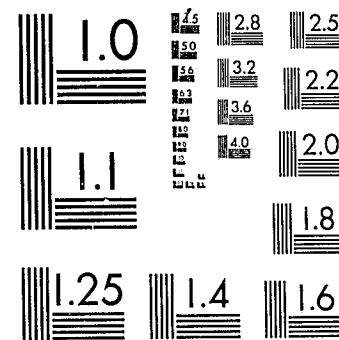


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National Institute of Justice  
United States Department of Justice  
Washington, D. C. 20531

DATE FILMED

1-26-82

# Standards for Children's Residential Care Facilities

76019

U.S. Department of Justice  
National Institute of Justice

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Ministry of  
Community and  
Social Services

Children's  
Services  
Division

September 1980



September, 1980

Dear Friends:

In August of 1978, I released two papers on Residential Care Standards and Guidelines for public consultation. Those two papers contained proposals for a set of province-wide standards for Children's Residential Care Facilities and for a new method of reviewing compliance with these standards. At the same time, these papers also raised very important policy issues that required full and careful consideration.

The consultation process around these standards has been extensive and lengthy. We received nearly 100 briefs from individuals and organizations offering valuable insight into the issues raised in the consultation papers. I am encouraged very much both by the obvious concern and by the thoughtfulness that these briefs conveyed. As you will see in this paper, this has led to major changes both in the content of the standards and in the method of standards review that we proposed originally. I personally would like to take this opportunity to thank each and everyone of you who participated in this consultation process.

This document represents the final set of standards that will form the basis of new regulations under The Children's Residential Services Act, 1978. When introduced, I am confident that Ontario will then possess the most comprehensive set of standards for the protection of children in residential care facilities of any government jurisdiction in North America.

Yours very truly,

*Keith*  
Keith C. Norton  
Minister  
M.P.P. Kingston and the Islands

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MAR 2 1981

ACQUISITIONS

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## LICENSING PROCEDURES AND STANDARDS REVIEW

The Children's Residential Services Act, 1978 established the basis for consolidating all standards, licensing and inspection requirements for children's residential care facilities within the mandate of the Ministry. The Act provides for the licensing of all children's residential facilities with three or more unrelated children in them. As explained in the Policy Statement on Standards for Children's Residential Care Facilities, a distinction has been made between group homes, which will be subject to the residential care standards, and foster homes, which will be subject to the foster care standards once these have been made final. The distinction has been made on the basis of staffing model and the number of children placed in the home. The definition of a staff-model home will be provided in a review manual to be issued to all operators in the near future. Both the residential care standards and the foster care standards will become the basis for new regulations under The Children's Residential Services Act, 1978. The sections that follow discuss in detail the licensing and review procedures that will be introduced to determine compliance with the residential care standards.

### The Approach to Licensing

Licensing of children's residential care facilities will proceed as follows:

- o Authority and responsibility for licensing have been delegated to the regional and area offices of the Children's Services Division under The Children's Residential Services Act, 1978, and each Regional Director or Area Manager will be responsible for making decisions on licence applications.
- o All children's residential facilities will be licensed, and the operator of a facility will hold the licence. Operators will be licensed on the basis of compliance with minimum standards applicable to their services. The operator will be required to obtain a licence for each residence operated, and licensing decisions will be made independently for each residence. In a multi-facility operation, the corporate agency or body will be considered the "operator" for licensing purposes, and will hold the licence for each of its homes. In this case, proof of compliance at the corporate level with particular standards may serve as proof of compliance for all residences operated. Efforts will be made to conduct a single review of compliance with such standards to ensure that the review process minimizes the effort required of an operator to demonstrate compliance.

- o A regular licence will be granted if a residence complies with all of the standards. The Ministry's policy will be to issue a regular licence for a maximum period of one year. A provisional licence may be granted with time-limited provisions for a specified period of time not exceeding one year to enable a residence that does not meet all the standards to do so. Either a regular or a provisional licence may also set out such specific terms or conditions relating to licensing issues as the Regional Director or Area Manager may prescribe. The terms or conditions may be time-limited or renewable with each re-issuing of a licence.
- o The fee for a licence will be \$100 payable every three years. The maximum licensing fee any operator will be required to pay will be \$100 per region regardless of the number of residences operated in each region.
- o If there are valid and acceptable reasons that would prevent an operator from complying with a specific standard, an exemption from compliance with the standard may be granted. The Ministry's intent is not to encourage requests for exemptions, but rather to allow sufficient flexibility to accommodate those few programs which may have good cause for making such a request due to environmental, physical or other circumstances that are beyond the operator's capacity to change. The Ministry will be providing a procedure for reviewing and approving requests for exemptions from particular standards.

An operator denied a licence or licence renewal for a residence, or issued a regular or provisional licence on terms or conditions the operator regards as unacceptable, may appeal the decision. The operator may first appeal the decision to the Children's Services Review Board, the body that is responsible for hearing appeals of licensing decisions under The Children's Residential Services Act, 1978, The Child Welfare Act, 1978 and The Day Nurseries Act, 1978. The operator or any other party affected by the Board's decision may further appeal on the facts or the law to the Divisional Court of the High Court of Justice for Ontario, which hears appeals from the decisions of administrative tribunals.

Residences directly operated by the Province will not be licensed. They will, however, be required to operate in accordance with the new regulations under The Children's Residential Services Act, 1978. Their compliance with the standards will be reviewed in the same manner as for privately operated facilities, and the findings of the reviews will be communicated to the Regional Director or Area Manager for appropriate action.

### Review of Standards Compliance

The approach taken to determining compliance with the standards for the purpose of licensing is similar in some respects to the existing approach, and represents changes in other aspects. Ministry program supervisors will continue to conduct regular reviews for the purpose of determining compliance with standards. At the same time, the approach involves service providers in the review of their own performance during years when their residences will not be subject to formal review by a Ministry program supervisor. The reviews will be carried out over a three-year cycle as outlined below.

Ministry-conducted reviews will be carried out in the following manner:

- o Every three years, each residence will be formally reviewed on site by a Ministry program supervisor to determine its compliance with the standards for the purpose of licensing.
- o Well in advance of a formal review, each residence will be sent a review manual that will specify the review procedures and the information to be collected by the residence prior to the review, including certificates of compliance with provincial and municipal fire safety and health requirements. The manuals will also include standards indicators for determining compliance with each standard. The review manual will enable operators to assess their own performance against the standards prior to the formal review. The Regional Director or Area Manager will decide whether the program supervisor directly responsible for a particular residence or another program supervisor in the area should conduct the review.
- o The program supervisor will document compliance with the standards, and share the general findings with the operator before developing a formal standards report. This report, containing a standard-by-standard audit and a recommendation to grant a regular or a provisional licence with or without conditions, or to refuse a licence, will be submitted to the Regional Director or Area Manager for a final decision on licensing. A regular licence granted on this basis will be issued for one year and a provisional license for up to one year. The standards report will also be provided to the Ministry, the Local Children's Services Committee where these exist, and the operator.

In each of the other two years of the three-year review cycle, operators previously licensed on the basis of reviews carried out by Ministry program supervisors will themselves conduct reviews of their compliance with the standards. Compliance with fire safety and health requirements will continue to be subject to external inspection. The findings of the review will be validated by the program supervisor in a two-step process, as follows:

- o Using the review manual provided in advance, the operator will complete a standard-by-standard review of compliance. The program supervisor will provide assistance where needed. The operator will then submit the standards report and any required proof of compliance including certificates of compliance with fire safety and health requirements and other standards to the program supervisor.
- o The program supervisor will then review the documentation to ensure that it is complete, and forward the standards report and accompanying certificates of compliance, together with a recommendation concerning reissuance or denial of a licence, to the Regional Director or Area Manager for a decision on licensing. A regular licence with or without conditions granted on the basis of an operator's standards review will be issued for one year and a provisional licence for up to one year. The operator will then be informed of the licensing decision, as will the Ministry and the Local Children's Services Committee where these exist. These parties will also be provided with the standards report.

While an operator's standards report plus the required documentation will normally be all that is required in each of the intervening two years, a formal, Ministry-conducted standards review based on some or all of the standards may be carried out upon request. Such reviews may be initiated by the operator as a demonstration of or a check on needed improvements. They may be initiated by the program supervisor, the Regional Director, Area Manager, or the Local Children's Services Committee, where these exist, because of changes in the residence's operation, the innovative nature of its programming, failure by the operator to comply with provisions or conditions of the licence, or community concerns that are considered to warrant a review.

In addition to personally reviewing a facility's operations once every three years, and assisting the operator in the reviews during the two intervening years, the program supervisor may have more frequent contact through visits or investigations for other than licensing purposes at any time as part of the ongoing responsibilities of program supervision and consultation with operators.

## Two-Phase Implementation of the Review Procedures

Implementation of the review procedures will be undertaken in two phases. During Phase 1, regulations covering fire safety, health and some program, recording and management practices will be proclaimed. All children's residential care facilities will be reviewed for licensing purposes by Ministry program supervisors on the basis of the Phase 1 standards over a period of approximately two years. On completion of Phase 1, regulations containing the standards effective in Phase 2 will be proclaimed, and compliance with all of the standards will be required.

OM-04 **Written Statement of Purpose, Policies and Procedures**

- OMS-04.1 The operator shall maintain current written:
- a) statement of purpose for the residence(s), including a description of the program
  - b) program policies and procedures relating to admission and discharge, the planning, monitoring and evaluation of cases, case records, the health program for children in care, discipline, and security
  - c) administrative policies and procedures relating to staff and supervisory practices, emergencies and financial administration.\*

- OMS-04.2 A copy of the written policies and procedures shall be kept in each residence, and every staff member shall have access to the them.\*

OM-05 **Daily Log**

- OMS-05.1 The residence shall maintain a daily log that shall include at least a summary of any incidents affecting the health, safety or general well-being of the staff or residents.\*

**Personnel Practices and Procedures**

OM-06 **Job Description**

- OMS-06.1 The operator shall maintain current written job descriptions for all employees, and provide each employee with a copy of his or her current job description.

OM-07 **Recruitment and Probationary Period**

- OMS-07.1 The operator, in filling a position, shall obtain a medical report certifying that the applicant is free of communicable disease.\*

- OMS-07.2 Every new employee shall complete a probationary period on the job before an appointment is made permanent, and a written entry shall be made in every new employee's personnel file when the probationary period has been satisfactorily completed, where provision for this is not included in a collective agreement.

OM-08 **Performance Evaluation**

- OMS-08.1 Every employee shall be given a performance evaluation at least annually where provision for this is not included in a collective agreement. Such evaluations shall be recorded in writing, and every employee shall be given the opportunity to review and respond to the evaluation.

OM-09 **Code of Conduct and Discipline**

- OMS-09.1 The operator shall have a written code of conduct and a disciplinary policy for employees that shall be available to all employees, where provision for these is not included in a collective agreement.\*

OM-10 **Employee File**

- OMS-10.1 A personnel file shall be established for each employee.

## Financial Reporting

### OM-11 Financial Reporting

- OMS-11.1 A complete record of funding from all sources and expenditures for all purposes in connection with the operation of the residence(s) shall be kept in accordance with Ministry policy.\*
- OMS-11.2 Financial reports shall be prepared and submitted to the Ministry as requested.\*
- OMS-11.3 Reports certified by an auditor licensed under The Public Accountancy Act, R.S.O. 1970, c. 373 as amended shall be submitted to the Ministry as requested.\*

## Insurance Coverage

### OM-12 Insurance Coverage

- OMS-12.1 The operator shall have a policy of insurance that shall include the following coverage:
- fire and extended coverage including theft on the operator's physical assets and on property lodged in the residence owned by the residents and in the care, custody and control of the operator
  - comprehensive general liability coverage including malpractice and personal injury coverage to pay on behalf of the operator sums that the operator shall become obligated to pay by reason of the liability imposed by law upon the operator, including employees and volunteers, or assumed by the operator under contract
  - liability coverage for all vehicles, whether owned or not owned by the operator, that are used by the operator, employees and volunteers while on the operator's business.

## RESIDENTIAL CHILD CARE PROGRAMMING

### Basic Care Programming

#### Admission Policies and Procedures

##### BCP-01 General Admission Policies

- BCPS-01.1 No child shall be refused admission to the program solely on the grounds of race, religion or ethnic origin where, on the basis of objective evidence made available to the operator, such refusal would result in deprivation of service.\*
- BCPS-01.2 The operator shall not admit more children into care than the number specified in the licence.\*

##### BCP-02 Admission Procedures

- BCPS-02.1 Upon admission of each child to the program, the operator shall complete an admission report that documents the reasons for admitting the child and any assessments that were used in reaching the decision to admit, and lists all agencies and persons involved with the child and his or her family and concerned in the placement of the child.
- BCPS-02.2 The operator shall give written notification to the referring person or agency within 21 calendar days from the date of referral of the operator's intention to admit or refuse a child formally referred to the program. Where there is an intention to admit, the anticipated date of admission shall be indicated.



BCPS-02.3 The operator shall ensure that a written agreement for service is completed upon admission of the child or as soon as possible thereafter. The agreement for service shall include:

- a) authorization to care for the child
- b) authorization to obtain emergency medical care or treatment for the child
- c) consent to obtain reports or information from specific persons or agencies, where applicable
- d) any financial agreements relating to the cost of care
- e) provision for a review of the agreement at the request of any of the signatories to the agreement.

BCPS-02.4 The agreement for service shall be signed by:

- a) the child of 16 years or over (unless he or she is incapable of doing so because of a developmental handicap)
- b) the operator of the residence or a program staff person designated by the operator
- c) the child's parent(s) or guardian with whom the child normally resides
- d) a representative of the agency having care, custody and control of the child, where applicable.

If it is not possible for the child or the child's parent(s) or guardian to sign the agreement for service, the reason shall be noted in the child's case record.

BCPS-02.5 The operator shall ensure that each child admitted to care shall have had a general medical examination by a licensed physician within 30 days prior to admission, or shall have one within 72 hours after admission. If this is not possible within the time allowed, the operator shall note in the child's case record the circumstances that delayed the examination. Where there are specific indications upon admission, including illness, fever, rashes, bruises, injury or a stated physical complaint, that either a medical examination or treatment is urgently required, such attention shall be provided. If this cannot be provided immediately, the reason for the delay shall be noted in the child's case record. The operator shall also ensure that each child admitted for care shall have had a dental examination by a licensed dentist within six months prior to admission or shall have one within 90 days after admission.\*

BCPS-02.6 Upon admission the program staff shall determine whether the child is currently receiving any prescribed medical treatment or medication for any allergy or physical ailment, and shall ensure that any prescribed medical treatment or medication is continued.\*

#### Individualized Plan of Care

BCP-03 Individualized Plan of Care

BCPS-03.1 The operator shall develop, or participate in the development of, a written plan of care for each child within 30 days of admission that shall include:

- a) a description of the child's needs with reference to the findings of current or previous assessments
- b) a statement of goals to be achieved or worked towards for the child while in the program
- c) a statement of the means to be used in working towards the specified goals for the child
- d) a statement of the educational program that has been established for the child in accordance with The Education Act, 1974



- e) a statement of the ways in which the child's parent(s) and/or guardian will participate in the plan of care, including any arrangements for ongoing contact between the child and the parent(s) or guardian
- f) specification of any specialized services to be provided directly or arranged for
- g) specification of times for review of the plan of care and revision as necessary
- h) a statement of the anticipated plan for discharge.\*

BCPS-03.2 To the maximum extent possible, the plan of care shall be developed with:

- a) the child of 12 years of age or over
- b) the parent(s) or guardian with whom the child normally resides.

Where involvement of the child 12 years of age or over or the parent(s) or guardian is restricted or diminished, this shall be noted in the child's case record along with the reasons for such restriction.

Involvement of the parent(s) or guardian is not required where a court order exists under The Training Schools Act or The Child Welfare Act, 1978 making the child a crown ward, where the child has been placed in an Observation and Detention Home pursuant to The Provincial Courts Act or where a court order exists under The Child Welfare Act, 1978 both making the child a temporary ward and denying the parent(s) or guardian access to the child.

BCPS-03.3 The initial plan of care and all subsequent reviews and revisions of the plan shall be entered in the child's case record.\*

BCPS-03.4 The child's development in relation to the plan of care shall be reviewed by the program director or his or her designate with other program staff working with the child at least every 30 days during the child's first 6 months in care and at least every 6 months thereafter.\*

BCPS-03.5 The program director or his or her designate shall review the plan of care with all those involved in its development after the first 3 months of placement. An additional review shall be granted after 6 months of placement and once every 6 months thereafter if any of the persons involved in the development of the plan so request. If it is not possible to include one or more of the required persons in any review, the reasons for this shall be noted in the child's case record.

#### Daily Living Experience

##### BCP-04 Nutrition

BCPS-04.1 The operator shall ensure that well-balanced meals, nutritionally adequate for physical growth and development, are provided for the children in care. Special foods shall be provided as indicated by a licensed physician.\*

##### BCP-05 Clothing

BCPS-05.1 The operator shall ensure that each child has a supply of personal clothing of suitable quality and size in relation to the child's age and activities, and the climate. Where the provision of clothing is limited for an individual child because of the child's condition, the reason shall be noted in the child's case record.\*

##### BCP-06 Privacy of Correspondence

BCPS-06.1 Every child shall be free to receive and send private correspondence. However, where the operator has reason to believe that correspondence may be harmful to a child, the program director shall be permitted to read, but shall not censor or withhold, correspondence to and from the child. The program director shall be permitted to remove material and withhold any improper accompanying material before forwarding the correspondence. Any instance of opening of a child's correspondence, and the reason for such opening and/or the removal of any material, shall be noted in the child's case record.\*

BCPS-06.2 Every child shall be given unrestricted opportunity to correspond with his or her lawyer, the Provincial Ombudsman or any member of the federal or provincial legislatures.\*

BCP-07 **Medical and Dental Care**

BCPS-07.1 The operator shall include in the program's policies and procedures a health program that provides for the following:

- a) resident access to community health programs
- b) arrangements for a licensed physician and dentist to advise the program concerning medical and dental care as required by the children in care on an ongoing basis
- c) at least annual appraisal of the health, vision, dental, and hearing status of the children in care
- d) health education for the children in care
- e) the carrying out of procedures recommended by a licensed physician for the prevention and control of disease.\*

BCPS-07.2 The operator shall ensure that:

- a) The medical services of a licensed physician shall be provided for the individual child at regular intervals and as often as the child requires.
- b) Where it is proposed to administer any medical or dental treatment to a child, the proposed procedure shall be explained to the child in language suitable to his or her age and understanding.
- c) A cumulative record shall be maintained of the child's medical and dental visits and treatment while the child is in the care of the program. This shall be kept in the child's case record.\*

BCPS-07.3 The operator shall ensure that:

- a) All prescription medicines shall be administered under the general supervision of the program staff and only on orders of a licensed physician. Where, in the opinion of the physician, an older child will benefit from learning to take some responsibility for administering his or her own medication, a copy of the physician's written self-medication plan for that child shall be kept in the child's case record.
- b) A record shall be kept by program staff of all medication given, including the type of medication, the period for which it is prescribed and when each dose is to be given, and when and by whom it is given. This record shall be available to the prescribing physician.\*

BCPS-07.4 The operator shall ensure that any person suffering from a communicable disease shall be isolated from other persons in the residence who have not been infected, if such isolation is considered necessary by the licensed physician advising the program.\*

BCPS-07.5 The operator shall provide a first aid kit for use by staff. The contents shall be approved by the licensed physician advising the program, and the kit shall be kept in a known, quickly accessible location.\*

BCPS-07.6 A person who holds the minimum qualification of a current Red Cross or standard St. John Ambulance certificate in first aid, or the equivalent as approved by a licensed physician, shall be available at all times.

**Discipline****BCP-08 Discipline**

- BCPS-08.1 The operator shall have written policies regarding discipline used in the program that shall set out acceptable and unacceptable practices. These shall be reviewed with all staff upon orientation and at least annually thereafter.\*
- BCPS-08.2 Acceptable disciplinary practices shall meet the following criteria:
- a) The behaviour of the child that will result in the administering of disciplinary measures shall be made known to both staff and children.
  - b) The form or forms of punishment employed shall be previously approved by the program director and made known to all staff.
  - c) Program staff who carry out any disciplinary measures shall have been trained in the form or forms of discipline approved by the program director.
  - d) A child placed in isolation from other residents shall be closely supervised by a staff member, and shall be permitted to return as soon as he or she has regained self-control.
  - e) Any punishment given shall be recorded in the child's case record by the program staff involved and reviewed with the program director or his or her designate.\*
- BCPS-08.3 Unacceptable disciplinary practices shall include:
- a) corporal punishment by staff or by another child or group of children condoned by staff
  - b) harsh or degrading responses that could result in the humiliation of a child or the undermining of a child's self-respect
  - c) deprivation of basic needs including food, shelter, clothing or bedding
  - d) placing or keeping a child in a locked room.\*
- BCPS-08.4 The operator shall have policies and procedures relating to the handling of staff actions that contravene the provisions of BCPS-08.2 and BCPS-08.3. These shall be made available to all staff upon orientation, and shall be reviewed and discussed with all staff at least once a year.\*

**Family Involvement****BCP-09 Family Involvement**

- BCPS-09.1 The operator shall describe in the program's written policies and procedures the overall approach to fostering positive family relationships for individual children in care and for the program as a whole.
- BCPS-09.2 The operator shall permit a child in care to have a reasonable number of visits from the parent(s) or guardian with whom the child normally resides.

**Individual Attention****BCP-10 Individual Attention**

- BCPS-10.1 The operator shall ensure that a person (or persons) carries out the following functions on behalf of the child:
- a) introducing the child to the residence and ensuring that the child's rights and responsibilities are made known to him or her, along with any procedures that exist for the expression of concerns or complaints
  - b) ensuring that all proper and relevant information and documentation accompany the child to the program
  - c) notifying the parent(s) or guardian with whom the child normally resides of the child's whereabouts and of procedures for maintaining contact with the child
  - d) ensuring that the parent(s) or guardian with whom the child normally resides are provided with information regarding the child's progress while in care
  - e) ensuring that the plan of care developed for the child is being followed, and is being regularly reviewed

- f) ensuring that the child's point of view is presented during the review of the plan of care
- g) ensuring that the required documentation and recording are contained in the child's case record
- h) ensuring that the child is aware of and understands as far as he or she is able the reasons for transfer or discharge
- i) ensuring that the necessary information and documentation accompany the child at the time of transfer or termination of care.

#### Children's Complaints

##### BCP-11 Children's Complaints

- BCPS-11.1 The operator shall ensure that each child is provided with:
- a) opportunities for airing general and specific complaints or disagreements, either in the presence of other children and program staff or privately to program staff
  - b) direct access to the program director.

#### Education and Learning

##### BCP-12 Education and Learning

- BCPS-12.1 The operator shall ensure that children of compulsory school age attend an educational program in accordance with the provisions of The Education Act, 1974.
- BCPS-12.2 The operator shall consult at least annually with the Directors of Education for the Board of Education and/or the Roman Catholic Separate School Board in the community, or their representatives, and review the educational resources available for the children in care.

- BCPS-12.3 Where in the opinion of the operator the severity of the behavioural, physical or emotional problems of a child is such that the child is not able to attend a local school for a period of time, the operator shall document the need for an alternative program, and consult with the Directors of Education for the Board of Education and/or the Roman Catholic Separate School Board in the community, or their representatives, about arrangements for such a program.

#### Documentation, Recording and Reporting

##### BCP-13 Contents and Maintenance of Case Records

- BCPS-13.1 The operator shall maintain a written case record for each child in care that shall include the following:
- a) personal background and identifying information, including the child's full name, sex and birth date, and the name, address and telephone number of the child's parent(s) or guardian
  - b) any personal, family and social history and assessments that have been prepared, including the admission report (SEE: BCPS-02.1) (1)
  - c) reports of all medical examinations and treatment of the child upon admission, as well as the reasons for any delay in provision of a medical examination or treatment (SEE: BCPS-02.5) and a cumulative record of all medical and dental visits and treatment of the child while in the care of the program (SEE: BCPS-07.2)
  - d) relevant legal documents including any consents to admission, to treatment (SEE: BCPS-02.3) and to release of information (1)
  - e) the agreement for service, reviews and revisions (SEE: BCPS-02.3) (1)
  - f) academic records and reports
  - g) the plan of care, reviews and revisions (SEE: BCPS-03.3)

(1) While most of the provisions in this standard are Phase 1 requirements, compliance with these provisions will not be required until Phase 2 begins.

- h) reports of any serious occurrences involving the child (SEE: BCPS-17.1)
  - i) the documentation of the circumstances of transfer or discharge, the name, address and relationship of the person to whom the child is discharged and the summary report of the child's stay in care (SEE: BCPS-18.1 and BCPS-18.2) (1)
  - j) other information or documents as required by the Ministry.\*
- BCP-14      **Security of Records**
- BCPS-14.1      The operator shall conform to all mandatory policies and procedures issued by the Ministry in relation to access to, transfer, security, copying, retention, and destruction of case records. These records shall be kept on the premises.
- BCP-15      **Review of Records**
- BCPS-15.1      The operator shall ensure that each active case record is reviewed at least semi-annually and that all case records are reviewed upon closing to ensure that proper recording and documentation have been carried out. The person conducting the review shall so indicate by signing the record and noting the review date.
- BCP-16      **General Program Data**
- BCP-16.1      The operator shall maintain a register of all children in care, including the name, sex, birth date, birthplace, and wardship status of each child, names and addresses of parent(s) or guardian, dates of admission and discharge, and name of person or agency to whom the child was discharged.\*
- BCPS-16.2      The operator shall submit to the Ministry such statistical information as the Ministry may require.\*

- BCP-17      **Reporting**
- BCPS-17.1      The operator shall report to the child's parent(s) or guardian, where they have been involved in the agreement for service or the plan of care, to the placing agency, if any, and to the Ministry within 24 hours any serious occurrence involving a child, including:
- a) the death of the child
  - b) serious injury to the child
  - c) abuse or mistreatment of the child, including injuries where abuse or mistreatment by staff is suspected, or injuries caused by neglect of the caretaker
  - d) complaints made by or about the child when judged to be of a serious nature by the operator
  - e) fire or other disasters in the residence.
- The time the incident occurred and the names of the person reporting it and the persons and/or agency to whom the report was made shall be recorded in the child's case record.\*
- BCPS-17.2      The operator shall report any absences without permission exceeding 24 hours, or a shorter period as deemed appropriate by the program, to the child's parent(s) or guardian, where they have been involved in the agreement for service or plan of care, to the placing agency, if any, and to the local police.\*
- Transfer or Discharge**
- BCP-18      **Transfer or Discharge**
- BCPS-18.1      Upon transfer or discharge of each child from the program, the reasons for the transfer or discharge shall be documented, and the name, address and relationship of the person to whom the child is discharged, or the address of the child if the child is living independently of his or her parent(s) or guardian, shall be recorded in the child's case record.
- BCPS-18.2      Upon transfer of a child to another agency or residential program or as soon as possible thereafter, the operator shall forward a summary of the child's experience in the program, including a summary of the plan of care and an assessment of the child's needs at the time of transfer.

### Specialized Programming

#### Treatment Activities

##### SP-01 Treatment Activities

SPS-01.1 Any operator whose treatment program involves practices that do not comply with any of the basic care programming standards shall request an exemption by the Ministry from compliance with those standards.\*

#### Secure Care

##### SP-02 Secure Care

SPS-02.1 Any program that provides a closed environment by locking the external doors of the residence or reserves the option of locking the residence from time to time as required shall be approved as a locked or lockable secure care program by the Ministry.\*

#### The Use of Locked Isolation Rooms

##### SP-03 The Use of Locked Isolation Rooms

SPS-03.1 Programs permitted the option of using locked isolation rooms shall be approved by the Ministry.\*

### HUMAN RESOURCES

#### Training and Staff Development

##### HR-01 Staff Orientation

HRS-01.1 All staff shall be instructed in all emergency procedures before or during the first time on duty, and at least annually thereafter (SEE: OMS-04.1 and PPS-11.1).\*

HRS-01.2 Within two months of the commencement of employment, all staff shall receive an orientation with respect to both administrative and program policies and procedures (SEE: OMS-04.1).

##### HR-02 Training Plans and Activities

HRS-02.1 The operator shall have a written description of the provisions made for training and staff development opportunities for all direct care staff employed in the residence(s), and maintain a record of the training and staff development activities undertaken each year.

HRS-02.2 In a parent-model residence, there shall be a plan for training or self-development and a record of the activities undertaken each year.

**Staff-Child Ratios****HR-03 Staff-Child Ratios**

- HRS-03.1 The operator shall employ a sufficient number of direct care staff to ensure a minimum ratio of 1 direct care worker to every 8 children in residence averaged over a 24-hour period.\*
- HRS-03.2 In any residence operated on a parent model without auxiliary staff, the number of children in residence, including the couple's own children, shall not exceed 8.\*
- HRS-03.3 In a staff-model residence where more than one direct care worker is on duty per shift, one person shall be designated as in charge.\*
- HRS-03.4 At no time shall children be present on the premises unless the operator has made reasonable provision, in the circumstances, for their supervision, care and safety. An additional staff person shall be on call when only one adult is on the premises while children are present.\*

**COMMUNITY INTEGRATION****Pre-Licensing Documentation****CI-01 Pre-Licensing Documentation**

- CIS-01.1 Every individual or organization seeking to establish a licensed residential care facility for children shall have available for Ministry inspection the following documentation during the process of facility planning:
- a written proposal that outlines the program to be provided in accordance with standard OMS-04.1 a)
  - documentation of the need for a residential facility and a description of the needs of the client population to be served
  - documentation of available community and neighbourhood facilities and services and the ways in which these are appropriate and available to the children to be served
  - written evidence of consultation with any community service agencies from which services for the children in care will be required, specifically to include consultation with the Directors of Education for the Board of Education and/or the Roman Catholic Separate School Board, or their representatives, to determine the educational resources available to the children
  - identification of similar or related facilities currently existing within the neighbourhood and their proximity to the proposed site
  - a description of the proposed neighbourhood in which the facility is to be located and the ways in which the neighbourhood will be suitable for the residence
  - evidence that the Director(s) of Education of the appropriate school board(s) and the appropriate municipal clerk(s) have been notified in writing of the intent to establish a residence
  - a plan for securing the acceptance of the residence within the neighbourhood
  - a plan for securing sufficient funds to acquire, equip and operate the residence so as to ensure a stable environment for the children to be served.\*



## Neighbourhood Interaction

### CI-02 Neighbourhood Interaction

CIS-02.1 The operator shall have written policies to encourage the participation of residents in community activities.

## PHYSICAL PLANT

### Site or Building Selection and Development

#### PP-01 Site or Building Selection and Development

PPS-01.1 Every individual or organization seeking to establish or operate a licensed residential care facility for children shall supply to the Ministry a copy of the site plan and a drawing to scale of the floor plan showing windows, doors, exits, and stairways, and proposed uses of each room.\*

### Compliance with Other Authorities

#### PP-02 Compliance With Other Authorities

PPS-02.1 Any building or part thereof that is used as a children's residential facility shall be so constructed, used, furnished or equipped as to comply with:

- a) laws or regulations pertaining to the health of inhabitants of the municipality in which the facility is located as determined by the local medical officer of health
- b) any by-law of the municipality in which the residence is located or other law for the protection of persons from fire hazards as determined by the local fire authority
- c) any restricted area, standard of housing, occupancy or building by-law passed by the municipality pursuant to Part II of The Planning Act, R.S.O. 1970, c. 349 as amended as determined by the council of the municipality in which the residence is located.\*

### Grounds and Equipment

#### PP-03 Storage of Grounds and Maintenance Equipment

PPS-03.1 Space shall be designated for the storage of outdoor equipment, and locked storage shall be provided for hazardous chemicals and other hazardous substances and equipment.

PP-04      **Recreation Area and Equipment**

PPS-04.1      Each residence shall have a minimum area of 9 square metres per resident of outdoor play space, maintained in a safe and sanitary condition, or an alternative arrangement that is satisfactory to the Ministry.

**Accommodation**

PP-05      **Designated Areas**

PPS-05.1      The operator shall designate specific areas of the residence for informal living, dining and indoor recreation, and for sleeping, bathing, and food preparation and storage.

PP-06      **Sleeping Accommodation for Children**

- PPS-06.1      Sleeping accommodation for children shall meet the following minimum specifications:
- a) No rooms without windows shall be used as bedrooms, and basements shall not be used for sleeping accommodation unless specifically approved by the Ministry.
  - b) Each bedroom shall have a minimum area of 5 square metres of floor space for each child under 16 years of age and a minimum of 7 square metres of floor space for each resident 16 years of age or over. A residence that accommodates infants shall have a minimum area of 3.25 square metres of floor space per infant in a room with not less than 7.5 square metres of floor space.
  - c) Each child shall have his or her own bed appropriate to his or her age, a clean mattress and bedding appropriate for weather and climate.
  - d) No child over 6 years of age shall share a bedroom with another child of the opposite sex except in the case of siblings.\*

PP-07      **Bathing and Toilet Areas**

PPS-07.1      Each residence shall have a minimum of one wash basin with hot and cold water and one flush toilet for every 5 residents or fewer and one bath or shower with hot and cold water for every 8 residents or fewer. Where more than one toilet is provided in any one room, each shall have a separate compartment.\*

PPS-07.2      The maximum water temperature in all washrooms and bathrooms shall be 49 degrees Celsius.\*

PP-08      **Secure Storage**

PPS-08.1      For security, drugs and records shall be kept in locked containers, and only authorized persons shall have access to them.\*

**Heating, Ventilation and Lighting**

PP-09      **Mechanical and Lighting Systems**

PPS-09.1      The heating system shall maintain a minimum temperature range of 17 to 20 degrees Celsius from October 1 to May 31.\*

PPS-09.2      At least once per year, all heating equipment shall be serviced by qualified personnel and chimneys shall be cleaned on their recommendation, and a record shall be available for inspection by the Ministry.\*

## Fire Safety and Health

### PP-10 Fire Safety - Structural and Mechanical Specifications

PPS-10.1 The operator of a Type 1 residence shall make the following provisions:

- a) a single acceptable exit from the first storey, except that a Type 2 exit requirement shall apply to a third floor where this floor provides sleeping accommodation for one or more children
- b) a single station smoke detector and alarm device between bedrooms and the remainder of the building approved by Underwriters' Laboratories of Canada.\*

PPS-10.2 The operator of a Type 2 residence shall make the following provisions:

- a) There shall be separation for the furnace and kitchen if a bedroom is on the same floor, and separation for bedrooms. (These separations do not require a fire rating.)
- b) All doors used in the separation shall be self-closing except for bedroom doors.
- c) Each storey of the building shall have a single acceptable exit.
- d) There shall be battery-operated or electrically connected smoke detector and alarm devices approved by Underwriters' Laboratories of Canada for areas requiring separation and at stairways. (2)
- e) Interior finishes shall conform to the requirements of the Ontario Building Code (ref. 9.10.17).
- f) The kitchen shall have a 2A10BC-rated fire extinguisher.\*

(2) The Ministry's present intention is that in three years' time, part d) will be amended to read:

There shall be single station smoke detector and alarm devices approved by Underwriters' Laboratories of Canada for areas requiring separation and at stairways and the separation of the floors or interconnected smoke detector and alarm devices for areas requiring separation and at stairways.

PPS-10.3 The operator of a Type 3 residence shall make the following provisions:

- a) The building shall have a one-hour separation for the furnace.
- b) The building shall have a three-quarter-hour separation for bedrooms and corridors serving bedrooms.
- c) The building shall have a separation for the kitchen if a bedroom is on the same floor. (This separation does not require a fire rating.)
- d) The building doors in these separations shall be self-closing except for bedroom doors.
- e) The building shall provide two acceptable exits from each storey.
- f) The building shall provide a B2 occupancy fire alarm system (ref. Subsection 3.2.4 and Article 3.2.4.6 of the Ontario Building Code).
- g) The building shall have a fire rating (ref. Ontario Building Code Table 9.10.8.A for C occupancy).
- h) All interior finishes shall conform to the requirements of the Ontario Building Code (ref. 9.10.17).
- i) The building shall contain fire extinguishers as per Ontario Building Code Article 6.7.3.10 for light hazard occupancy.\*

PPS-10.4 A Type 4 residence shall conform to the requirements set forth in Part 3 of the Ontario Building Code for B2 occupancy.\*

PPS-10.5 A Type 3 or 4 residence of more than one storey located in a municipality that does not have public fire protection shall be provided with an automatic sprinkler system as per the 1971 Ontario Building Fire Safety Design Standard, paragraph 611.

PP-11 **Fire Safety Measures and Procedures**

PPS-11.1 In every Type 2, 3 and 4 residence, plus Type 1 where specifically indicated, the operator shall ensure that the following fire safety measures are undertaken:

- a) The fire protection equipment, including a sprinkler system, fire extinguishers, hose and stand pipe equipment (where required), shall be inspected at least once a month, and a record kept of such inspection, and this equipment shall be serviced at least once a year by qualified personnel and a record kept available for inspection by the Ministry.
- b) The fire alarm system (where required) shall be tested at least once a month and the testing recorded, and the alarm system shall be inspected at least once a year by qualified fire alarm maintenance personnel and a record kept available for inspection by the Ministry.
- c) The smoke detectors shall be maintained according to the manufacturer's instructions and tested at least once a month and the testing recorded. Where battery-operated smoke alarms are permitted, new batteries shall be installed annually in each smoke alarm, and a record kept available for inspection by the Ministry. (T1)
- d) The staff shall be trained in the proper use of fire extinguishing equipment, and the training recorded.
- e) Staff and residents shall be instructed in a procedure to be followed when a fire alarm is given, and their respective duties shall be understood by all. The procedure shall be posted in a conspicuous place in the residence, and practiced at least once per month using the fire alarm to initiate the drill, and a record kept of each drill. (T1)
- f) An inspection of the building, including equipment in the kitchen and laundry, shall be made each night to ensure that there is no danger of fire and that all doors to stairwells, all fire doors and all smoke barrier doors are kept closed, and the inspection shall be noted in the daily log.
- g) All exits shall be clear and unobstructed at all times. (T1)
- h) Flammable liquids and paint supplies shall be stored in lockable containers. (T1)
- i) No sprinkler heads or fire detector heads shall be painted. (T1)\*

PP-12 **Health Protections**

PPS-12.1 The operator shall ensure the following health protections of residents:

- a) All poisonous and hazardous substances shall be kept in lockable containers.
- b) Any harmful substances and objects not essential to the operation of the residence shall not be kept in the residence.
- c) Firearms shall not be kept on the premises.
- d) An adequate and sanitary supply of drinking water as determined by the local medical officer of health shall be provided.\*

**END**