
OPENING A RESIDENCE FOR THE ELDERLY

THE MOST FREQUENTLY ASKED QUESTIONS

Documents and references

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Updated October 2010

**Agence de la santé
et des services sociaux
de Montréal**

Québec 

OPENING A RESIDENCE FOR ELDERLY

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- On the Agency's Web Site (in the «Documentation» section) www.santemontreal.qc.ca
- Original in French (Ouvrir une résidence pour personnes âgées)
- From the Agency's Documentation Department : Telephone number : 514 286-5604

Introduction

This collection of documents and referrals was put together in order to answer the most frequently asked questions raised by the future operator of a **Residences for Elderly**

After reviewing the content of this document, if any other questions arise, please feel free to call the Certification of residences for the elderly team at this number:

(514) 286-6500 ext. 6351

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■1 What is a residence for the elderly?

Section 346.0.1 of the Act Respecting Health Services and Social Services defines residences for the elderly as follows:

“A residence for the elderly is a congregate residential facility where rooms or apartments, intended for elderly persons are offered for rent along with a varied range of services relating, in particular, to security, housekeeping assistance and assistance with social activities, except a facility operated by an institution and a building or residential facility where the services of an intermediate resource or a family-type resource are offered.”

What is an intermediate resource?

According to section 301 et seq. of the Act respecting health services and social services, an intermediate resource (IR) is a natural or legal person (individual or corporate entity), other than an institution, that owns or rents out one or more living environments. A service contract links an IR to a public institution designated as such by the Agency.

What is a family-type resource¹?

According to section 310 et seq. of the Act respecting health services and social services, a family-type resource (FTR) comprises a foster family for children aged 0 to 17 or a foster home for adults and the elderly. Foster families: only Child and Youth Protection Centers (Centres pour la protection de l'enfance et de la jeunesse) and rehabilitation centers for persons with a physical impairment (Centres de réadaptation en déficience physique) are authorized to sign agreements with foster families for the placement of children.

¹ to get more information about the intermediate resource and the family-type resource you can consult the “guide de mise en oeuvre d'une ressource intermédiaire pour les personnes en perte d'autonomie lié au vieillissement” witch you can find at this internet address: (only available in french)
<http://www.cmis.mtl.rtss.qc.ca/pdf/publications/isbn978-2-89510-389-9.pdf>

■2 What is the difference between a private residence for the elderly, an intermediate resource and a family-type resource?

Intermediate resource (**IR**) and family-type resource (**FTR**) have **service contracts** with a health care establishment. They provide housing for users who are already registered with an institution. IR and FTR serve different type of clientele, not only the elderly. Candidates need to apply to the health care establishment and their candidacy needs to be approved by the institution in order to become an IR or FTR.

Private residence for the elderly does not require having a service contract with a public institution and only provide service to senior's autonomous and semi-autonomous. The private residence is a privately owned business.

Private residence

The resident:

- pays rent to the owner;
- has a lease;
- is recruited by the owner.

The owner sets the price in accordance with the rent fixation regulations set by the « Régie du logement ».

The owner decides on the range of services to be offered. Professional services, such as nursing care, are provided by the CLSC or, in some cases, by nurses hired by the residence.

The operator of a private residence for the elderly **is an independent entrepreneur.**

Institutional or Family resource (IR or FTR)

the user :

- pays a fee to the institution for each adult receiving residential care;
- does not require a lease;
- is referred by the institution.

The institution pays a per diem to the person in charge of the resource based on the services required by the elderly person.

The IRs or FTRs provides support services or assistance to the elderly. The institution that signed the contract with the IR or FTR is responsible for making nursing care and other professional services available to residents of the institution.

To offer your services to become an IR or FTR, you must apply directly with the health care establishment which offers these programs. Your application will be reviewed and will have to get approved by the establishment.

■3 **What does the Act Respecting Health Services and Social Services require of owners?**

In accordance to the “*Loi sur les services de santé et les services sociaux*” (L.R.Q. c. S-4.2 hereafter « *LSSSS* »), article 346.0.3, all private residence for the elderly are required to obtain a certificate of compliance confirming that they meet all health and social criteria's.

The Certificate is mandatory and there is no cost to obtain it. It is renewable every three years. The “Agence de la santé et des services sociaux” (hereafter “the Agency”) is responsible for issuing the certificate and its renewal.

As per article 531.1 of *LSSSS*, the operator of a residence for the elderly who does not have a certificate of compliance is in violation of the law and is subject to a fine of \$150 to \$450 for every day of violation for a person or \$ 750 up to \$ 2,250 for every day in violation for a business.

■4 **Is it necessary to have training in health care or social services to operate a private residence for the elderly?**

It is not necessary to be part of a professional order in health care or social services in order to operate a private residence for the elderly. But, for all residence that offers personal assistance services, the personnel who is providing services to the residents must have successfully followed and be up to date in theses three courses:

- First aid
- Cardio-pulmonary resuscitation
- Safe patient handling¹

Personal assistance services are for example: personal hygiene, eating aid, mobility aid, transfer aid and distribution of medication.

¹For course in english in first aid, CPR and Safe patient handling, you can contact Santinel at 1-877-521-7801 or go there web site at: <http://www.santinel.com/home.html>

■5 What steps do I need to take in order to open and start operating a private residence for the elderly?

When you start a business, such as a residence that provides services, you are required to register with the « **Registraire des Entreprises du Québec** », whether you are only renting out 2 or 3 rooms or setting up a larger residence. For further details on whether you need to incorporate and what type of corporation would be appropriate for your project, contact the Registraire des Entreprises at the following internet address: <http://www.registreentreprises.gouv.qc.ca/en/default.aspx> or call 1-888-291-4443.

You must check the zoning bylaw for your municipality or borough to make sure that you are entitled to set up a residence for the elderly in the location you have in mind (there are 15 other municipalities on the Island of Montréal and 19 boroughs in the City of Montréal). You must obtain a **business occupancy permit**¹ from the municipality of borough.

Once your residence is in operation, you must register at the « **Registre des résidences pour personnes âgées** » by completing the first declaration form which is available at the Agency or you can print it from the following internet address:

<http://wpp01.msss.gouv.qc.ca/appl/K10/public/k10Documentation.asp>

You must be familiar with the Act Respecting Safety in Public Buildings. The Act applies to the following: rooming houses with 10 or more rooms; income properties with more than two floors and eight apartments; hospitals, clinics and homes; shelters and convalescence centres with more than 9 residents.

For further information, visit the Web site of the « **Régie du bâtiment du Québec** » <http://www.rbq.gouv.qc.ca/dirEnglish/index.asp> or contact your borough or municipality.

You need to have a fire escape plan. The plan will need to be evaluated and approved by the **Montreal Fire department**. The document “Fire prevention and the evacuation of residences for the elderly” is a useful guide for developing such a plan. You can download this document (in French) from the Ministry of Public Security Web site at:

<http://www.securitepublique.gouv.qc.ca/index.php?id=794&L=1>

You must have a permit from the Québec **Ministry of Agriculture, Fisheries and Food** if you provide room and board to ten or more residents, or you provide rooms with cafeteria or restaurant services. You can download the permit application form from the MAPAQ Web site at:

<http://www.mapaq.gouv.qc.ca/Fr/Transformation/md/Permis/> or call 1-888-222-MAPA

You must be familiar with labour standards if you have employees. Contact the «**Commission des normes du travail**» at (514) 873-4947, or visit the Web site at <http://www.cnt.gouv.qc.ca/en/home/index.html>

You must follow the regulation of the «**Régie du Logement**» if you have tenants. Visit the Web site at <http://www.rdl.gouv.qc.ca/> or call their Montréal office at the following number (514) 873-2245

The Agency does not refer clients to residences that provide services to the elderly. The owners of such residences are required to do their own advertising to recruit residents. They may also use placement agencies or housing consultants for the elderly to find tenants. These placement agencies are and charge a fee.

■6 What is the difference between the occupancy permit or certificate of occupancy and the certificate of compliance?

The **business occupancy permit** is delivered by the City of Montreal or other municipality. Before doing any renovations to transform a house into a residence for the elderly, you must contact the zoning department of your city, borough or municipality.

The City of Montreal consist of 19 boroughs

Ahuntsic/Cartierville; Anjou; Côte-des-Neiges/Notre-Dame-de-Grâce; Lachine; LaSalle; Le Plateau Mont-Royal; Le Sud-Ouest; L'Île Bizard/Sainte-Geneviève; Mercier/Hochelaga-Maisonneuve; Montréal-Nord; Outremont; Pierrefonds/Roxboro; Rivière-des-Prairies/Pointe-aux-Trembles; Rosemont/La Petite-Patrie; Saint-Laurent; Saint-Léonard; Verdun; Ville-Marie; Villeray/Saint-Michel/Parc Extension.

There are 15 other municipalities on the island of Montreal

Beaconsfield; Baie d'Urfé; Côte-Saint-Luc; Hampstead; Dollard-des-Ormeaux; Dorval; Kirkland; L'Île de Dorval; Montréal-Est ; Montréal-Ouest; Mont-Royal; Pointe-Claire; Saint-Anne-de-Bellevue; Senneville; Westmount.

The **Certificate of compliance** is issued by the Health and social services Agency of Montreal and confirms that a residence for the elderly has satisfied the 26 criteria's of the Regulation for obtaining a certificate of compliance for a residence for the elderly.

For more information on how to obtain a business occupancy permit : for the 19 boroughs of the City of Montreal you can contact the " Division de l'urbanisme" of the City of Montreal at (514)328-8350 or go to there internet address for more details:
http://ville.montreal.qc.ca/portal/page?_pageid=73,3791196&_dad=portal&_schema=PORTAL or contact the zonig services of your municipality.

■7 How can I go about obtain a Certificate of compliance?

All new operators of residences are obligated to submit a request for certification to there regional Agency as stated in *Law 83*. In order to obtain a Certificate, the residence has to conform to the 26 articles indicated in the *Regulations respecting the conditions for obtaining a certificate of compliance for a residence for the elderly*. The Agency is responsible for issuing the certificates and for the renewal every three years.

The process to obtain a certificate of compliance for a residence for the elderly only **starts once the residence is in activity**, meaning when the residence has at least one tenant. The goal of certification is to ensure that the operators of residences for the elderly and their staff members satisfy the health and social criteria set out in the Regulation.

The Regulation set out health and social criteria's to be respected regarding basic rights, exchange of information, health and security of the tenants, feeding, medication, insurance as well as other requirements.

The **first step** consists on registering in the «*Registre des residence pour personnes âgées*» by completing the *first declaration* form. Secondly, you need to submit an application for a certificate of compliance, with a resolution of the board of directors authorizing the signatory, and to mail it to the Agency at the following address:

Agence de la santé et des services sociaux de Montréal
Certification des résidences pour personnes âgées
3725, rue Saint-Denis
Montréal (Québec) H2X 3L9

The Agency will ask you to update your information on April 1st every year.

Following the registration and to insure that the operators will comply with the 26 articles, you will need to set up an appointment with the « **Conseil Québécois d'Agrément (CQA)** » for a visit of your residence. The CQA is a private non-profit organisation mandated by the Ministry of Health and Social Services to make the verification of compliance for all private residences for the elderly. The visit will normally take place 60 days up to 90 days from the first day of activity.

If the operator is found to be in compliance with the 26 health and social criteria's and the conditions set out, and **if**, during the past three years, the operator(s), members of the board of directors or administrator(s) have not been convicted of an offence under the *Act respecting health services and social services*, the agency shall issue a signed certificate of compliance to the operator within 30 days of receiving the compliance verification report of the «Conseil Québécois d'Agrément».

■8 Can someone help me start up my business?

- o The Quebec government provides start-up information for businesses on Portail Québec, the Quebec portal:
<http://www.entreprises.gouv.qc.ca/portail/quebec/demarrage/planaffaires>
 - o Local Development Centres (LDCs) provide start-up information for businesses:
http://www.mamr.gouv.qc.ca/metropole/metr_part.asp.
 - o The English Montréal School Board offers professional training courses on starting up a business. These courses can be useful for creating a good business plan. For information, call (514) 483-7200.
 - o The Market Study Centre of the Canada Mortgage and Housing Corporation publishes the results of market studies of residences for the elderly every year. Carried out every fall, the studies provide data on leases and vacancy rates, broken down by building type and size. There is a charge for these studies. To order a copy of the report on the Montréal region, go to the CMHC Web site at <https://www03.cmhc-schl.gc.ca/catalog/home.cfm?csid=1&lang=en&fr=1284129009485>
Or call the Call Centre at 1 800 668-2642.
-

■9 Does the Agency offer any subsidy program to help new operators to start there business?

No, neither the Agency or the Ministry of Health and Social Services offer any kind of subsidy program. All new operators must use there personal funds or get financing by there own means to start there business.

■10 Do I have to declare my income to the tax authorities when I rent rooms to the elderly?

Yes, you have to declare your income to the tax authorities. Family-type resources that have a service contract with a health and social service institution and have fewer than 9 residents are the only category that is not considered to constitute a business that generates profits for tax purposes (Revenu Québec only).

As opposed to residences for the elderly, family-type resources do not choose their clients and do not set the amount they wish to receive in exchange for the services they provide.

■11 Can the Agency subsidize me if a client cannot pay his or her rent?

The Ministry of Health and Social Services does not subsidize elderly persons who rent an apartment, studio or room. There are two programs that provide support for elderly tenants:

The **Shelter allowance program** provides financial assistance for low-income households that must spend too much of their budget on rent: individuals 55 years old or over; couples in which one spouse is 55 years old or over; families (workers, students, income-security recipients or other low-income families) with at least one dependent child.

The shelter allowance program takes into account the number of persons in your household, the type of household you live in, your income and your monthly rent. You may receive an allowance of up to \$80 per month. Contact an office of **Revenu Québec** to request a *Shelter Allowance Application or Renewal Form*.

The **tax credit program** is administered by Revenu Québec. "The Tax Credit Respecting Home-Support Services for seniors (IN-102)" is a brochure that includes a list of expenses and services that give entitlement to the tax credit; an explanation of how to obtain the tax credit; and a list of services that do not give entitlement to the tax credit. You can download the brochure from the Revenu Québec site, or call your local Revenu Québec office. <http://www.revenu.gouv.qc.ca/en/default.aspx>

■12 Are there other residences in my sector?

The « Registre des residences pour personnes âgées » is available to the population for consultation. You will find information regarding private residences throughout the province of Quebec, for example the address of a residence, the number of available places, the type of services offered, the name and address of the operator. The Registry is available at the following internet address:

<http://wpp01.msss.gouv.qc.ca/appl/K10/public/K10FormRecherche.asp>

The Registry of private residences for the elderly in the Montréal area is available in paper format. You can obtain a copy by contacting the Agency or by contacting the Health and Social Services Center (HSSC) of your region.

The Agency has put together an Atlas that can show where the private residences for the elderly are located in the Montreal area. By clicking on a residence, all of the contact information for each resource is displayed in a table, which can be copied on to a spreadsheet program.

http://www.msss.gouv.qc.ca/statistiques/atlas/atlas/index.php?id_carte=342

■13 Are there any quality recognition programs for residences for the elderly in the Montréal area?

Starting janurary 2011, the « **Roses d'Or** » program will be replaced by a new and improved version called « Programme Qualité LOGI-ÊTRE ».

The « Programme Qualité LOGI-ÊTRE » is one of the quality recognition programs in the Montréal area. The program assesses the quality of residences using criteria on, for example, quality of services, degree of adaptation and safety of the living environment, and client satisfaction. The « Programme Qualité LOGI-ÊTRE » publishes a directory of residences in the region that have earned the seal of quality. The directory is available online at <http://www.carrefour50ans.com/> at libraries and CLSCs. Or you can call (514) 844-6919.

■14 Which associations of residences for the elderly are there in the Montréal area?

The «**Association des résidences familiales pour aînés du Québec (ARFAQ)** » primarily covers residences with up to nine units, but may accept family-oriented residences with up to 20 residents. You can visit the ARFAQ Web site for more informations at: <http://arfaq.netfirms.com> or call (514) 526-8056.

The «**Association des Résidences et CHLSD privés du Québec (ARCPQ)**» covers, represents and supports managers of housing and residential care institutions in Quebec that provide services and care to the self-sufficient elderly and those who are no longer self-sufficient. Visit the ARCPQ Web site at: <http://www.arcpq.org> or call (514) 526-3777.

■15 Where can I get more information concerning the certification process?

You can communicate with the agency for any additional information:

Agence de la santé et des services sociaux de Montréal
Certification des résidences pour personnes âgées
3725, rue Saint-Denis
Montréal (Québec) H2X 3L9

Téléphone : (514) 286-6500 extension 6351

Internet address : <http://www.santemontreal.qc.ca/En/index.html>

Appendix A

First Declaration form

Please fill out this form and send it to your regional health and social services agency.



First Declaration Form

Act respecting health services and social services (ARHSSS, s. 346.0.2)

Registre des résidences pour personnes âgées

As of June 2002, it is your legal obligation under the Act respecting health services and social services (ARHSSS) to fill out this **declaration**. Section 346.0.2 stipulates that

“The person in charge of a residence for the elderly must on receiving its first resident and, subsequently, on 1 April each year, file with the agency a declaration containing the information required under the last paragraph of Section 346.0.1.”

2002, c. 36, s. 1; 2005, c. 32, s. 227.

Section 532 specifies that

“Every person who omits or refuses to provide the information, reports, or other documents required to be communicated under this Act is guilty of an offense.”

The information provided will be kept in the *Registre des résidences pour personnes âgées*. This registry helps provide an overview of residences providing services to people who, in most cases, are aged 65 years and over. In order to make the information you provide easier to read, **please print in the spaces provided**.

1 – IDENTIFICATION OF THE SENIOR CITIZENS RESIDENCE																							
1.1) Name and address of residence																							
Name																							
Address						Municipality				Postal Code													
Telephone						Fax				Email													
1.2) Name and address of operator(s)						1.3) Name and address of person responsible for residence (if different from Section 1.2)																	
Name						Name																	
Mailing address (if different from Section 1.1)						Mailing address (if different from Section 1.1)																	
Municipality		Postal Code		Telephone		Municipality		Postal Code		Telephone													
Date of opening of residence		Day		Month		Year																	
1.4) Type de résidence																							
For-profit residence ☐ Not profit organization (NPO) ☐ Housing cooperative ☐ Religious community ☐ Low-income housing ☐																							
1.5) Other residences																							
Do you own any other seniors citizen residence? (other civic address or corporate name) Yes ☐ No ☐ If so, how many? _____																							
If you answered YES, you are legally obligated (ARHSSS, s. 346.0.2) to fill out a First Declaration Form for each residence you operate and send it to the regional Health and Social Services Agency of the region where of each of your residence is located.																							
SECTION RESERVED FOR HEALTH AND SOCIAL SERVICES AGENCY																							
Form filled out by:						Health and social service region:																	
Date of registration:		Day		Month		Year		Last updated:		Day		Month		Year		Date closed:		Day		Month		Year	

2 – STATUS AND OCCUPATION

2.1	In total, how many spaces are available in your residence? _____
2.2	How many of these spaces are currently subject to a contractual written agreement with a health and social services network establishment (CSSS, local community service center, nursing home) or the Health and Social Services Agency in your region? None ☐ If so, how many spaces ? Number: _____
2.3	How many of the spaces available in your residence are subject to a service contract with a health and social services network establishment (CSSS, local community service center, nursing home) as an intermediate resource? None ☐ If so, how many spaces ? Number: _____
2.4	How many of the spaces available at your residence are subject to an operating license from a nursing home, issued by Ministère de la Santé et des Services sociaux? None ☐ If so, how many spaces Number: _____

THE FOLLOWING QUESTIONS APPLY ONLY TO SPACES IN SENIOR CITIZEN RESIDENCES AND DO NOT APPLY TO SPACES NEGOTIATED BY WRITTEN CONTRACTUAL AGREEMENT (Question 2.2), SPACES WITH AN INTERMEDIATE RESOURCE CONTRACT (Question 2.3), OR SPACES WITH A NURSING HOME CONTRACT (Question 2.4).

RENTAL UNITS AVAILABLE AND SPACES OCCUPIED BY RENTAL UNITS (single rooms, double rooms and housing units)

Note: "Rental unit" refers to either a single room, double room or housing unit (studio, 2½, 3½, etc.).

Does your residence offer the following rental units?	Number of rental units available	Number of occupants in these rental units
2.5 Single rooms Yes ☐ No ☐	Total number of single rooms, if any: _____	Number of single room occupants: _____
2.6 Double rooms Yes ☐ No ☐	Total number of double rooms, if any: _____	Number of double room occupants: _____
2.7 Housing units Yes ☐ No ☐	Total number of housing units, if any: _____	Number of housing unit occupants: _____
2.8 How many people currently reside in these rental units (single or double rooms and housing units, not including spaces under written contract (spaces purchased under Section 108 of the ARHSSS, nursing home spaces, and intermediate resources)? : _____		
2.9 Of the persons currently residing in your housing units, how many would you say are : a) Under 65 years old _____ b) 65 to 74 years old _____ c) 75 to 84 years old _____ d) 85 and over _____ Total = _____		

3 – SERVICES OFFERED

3.1	Of the following services, which are available in your residence (not including services offered by the health and social services network)?
a)	Meal service Yes ☐ No ☐ Meals must be served in the residence, either in a cafeteria, dining hall or restaurant. Service must be offered on a regular basis (daily or weekly). Meals must be included in rental costs or paid in some other, specified manner.
b)	Personal assistance service Yes ☐ No ☐ This can include any of the following services: personal hygiene care, help with eating, mobility and transfer or medication. All services provided by the health and social services network (local community service centers, nursing homes, CSSS, day hospital) are exempt.
c)	Nursing care Yes ☐ No ☐ Nursing care must be provided by a registered nurse or a registered nursing assistant possessing a valid work permit. Nursing services provided by the health and social services network (local community service centers, nursing homes, CSSS, day hospital) are exempt.
d)	Domestic help Yes ☐ No ☐ This can include any of the following services: housekeeping, laundry, bedding, groceries and other errands, etc.
e)	Other types of services Yes ☐ No ☐ This can include any of the following services: events and activities organized by the operator (including access to community living activities), transportation, security and surveillance. The following services are exempt: beauty salons, boutiques, convenience stores, etc.
Exemptions: ▪ All in-home or ambulatory services provided by the public network (local community service centers, nursing homes, CSSS, day hospital) ▪ All services provided by community organizations, volunteer groups, all types of associations, social economy enterprises, etc. ▪ All medical services Note: If a residence offers none of the five services mentioned above, it cannot be registered with the Registre des résidences pour personnes âgées.	

4 - RESIDENCE RECOGNITION AND CHARACTERISTICS

4.1 Is your residence a member of a residence association? Yes ☐ No ☐				
If so, which one?: ☐ ARCPQ - Association des résidences et CHSLD privés du Québec ☐ Réseaux des offices municipaux d'habitation du Québec				
☐ ARFAQ - Association des résidences familiales pour aînés du Québec ☐ Coopérative d'habitation du Québec				
☐ CORPIQ - Corporation des propriétaires immobiliers du Québec ☐ Other (specify): _____				
☐ RQOH - Réseau québécois des OSBL d'habitation				
4.2 Which valid (for the current year) permits, certificates, or authorizations does your residence currently hold?				
a) Ministère de l'Agriculture – MAPAQ	Yes	☐	No	☐
b) Municipal (regulations)	Yes	☐	No	☐
c) Elevator (Régie du bâtiment)	Yes	☐	No	☐
d) Lease (Régie du logement)	Yes	☐	No	☐
e) Lease (house)	Yes	☐	No	☐
4.3 How many floors does your establishment have (not including basements or semi-basements)?			Number of floors: _____	
4.4 Are there any rooms or apartments in the basement(s)?			Yes ☐ No ☐	If so, how many? _____
4.5 Are there any rooms or apartments in the semi-basement(s)?			Yes ☐ No ☐	If so, how many? _____
4.6 How many are there of the following? (if none , write 0)				
a) Platform lifts _____ b) Stair chairs _____ c) Elevators _____				

5 – SIGNATURE OF OPERATOR OR RESPONSIBLE PERSON

I, the undersigned, declare that I am the operator of or person responsible for the abovementioned residence and that the information contained herein is accurate.	
_____ First and last name of authorized person (print)	
Note: You must inform the Health and Social Services Agency in your region of any changes regarding your residence (changes in services offered, increase or decrease in number of spaces, new permits, sale, etc).	
_____ Signature (required)	Date: _____ Day Month Year

Please return the completed form at
Agence de la Santé et des services sociaux de Montréal
Certification des résidences pour personnes âgées
3725 rue St-Denis
Montréal (Québec) H2X 3L9

Appendix B

Articles taken from the Law 83 concerning the Certification of Residences for the Elderly.

Articles taken from the Law 83 concerning the Certification of Residences for the elderly.

Extrait du : Projet de loi no 83 (2005, chapitre 32) Loi modifiant la Loi sur les Services de Santé et les Services sociaux et d'autres dispositions législatives, Éditeur officiel du Québec, 2005

346.0.1. Each agency must, for the purpose of identifying the resources as regards housing for elderly persons in its territory, establish and maintain a register of residences for the elderly.

Residence for the elderly

A residence for the elderly is a congregate residential facility where rooms or apartments intended for elderly persons are offered for rent along with a varied range of services relating, in particular, to security, housekeeping assistance and assistance with social activities, except a facility operated by an institution and a building or residential facility where the services of an intermediate resource or a family-type resource are offered.

Information.

The information collected by an agency to establish and maintain the register is as follows: the name and address of the operator, whether or not the operator holds a certificate of compliance referred to in section 346.0.3, the date on which the certificate of compliance was issued, and the name and address of the person in charge of the residence, the address and physical description of the residence, certain information concerning the building and the municipal permits held, certain characteristics of the residence, the services offered and the facilities available as well as the age groups of the clientele. Such information is public information.

2002, c. 36, s. 1; 2005, c. 32, s. 140.

Declaration.

346.0.2. The person in charge of a residence for the elderly must on receiving its first resident and, subsequently, on 1 April each year, file with the agency a declaration containing the information required under the last paragraph of section 346.0.1.

2002, c. 36, s. 1; 2005, c. 32, s. 227.

Certificate of compliance.

346.0.3. An operator of a residence for the elderly must hold a certificate of compliance issued by the agency for the area of jurisdiction where the residence is situated, attesting that the operator meets the conditions set out in section 346.0.4.

Confirmation.

Before recommending a residence for the elderly to a user, a public institution must ascertain that the operator of the residence holds such a certificate.

2005, c. 32, s. 141.

Application in writing.

346.0.4. To obtain a certificate of compliance, the operator of a residence for the elderly must apply in writing to the agency for the area of jurisdiction where the residence is situated, using a form provided by the agency, and meet the following conditions:

- 1) comply with the health and social criteria determined by regulation; and
- 2) satisfy the requirements established by regulation.

2005, c. 32, s. 141.

Displaying certificate.

346.0.5. The operator of a residence for the elderly that is the holder of a certificate of compliance must publicly display the certificate at all times in the residence.

2005, c. 32, s. 141.

Regulations.

346.0.6. The Government may determine, by regulation,

- 1) categories of residences for the elderly;
- 2) the health and social criteria with which the operator of a residence for the elderly must comply to receive a certificate of compliance, which may vary according to category of residence for the elderly;
- 3) categories of residences that may be excluded from the application of certain health and social criteria; and
- 4) the fees payable for issuing or renewing a certificate of compliance.

Requirements.

The Government may also establish, by regulation, the requirements that the operator of a residence for the elderly must satisfy.

2005, c. 32, s. 141.

Verification.

346.0.7. If, after verification, the agency is satisfied that the operator of a residence for the elderly meets the conditions set out in section 346.0.4, the agency shall issue certification to that operator.

Agreement.

In order to carry out the required verification, the agency shall enter into an agreement with a local authority in its area of jurisdiction designated by the Minister, or with a body recognized by the Minister.

Conditions.

Such an agreement must specify the conditions applicable to the verification.

2005, c. 32, s. 141.

Inspection.

346.0.8. The agency is authorized to inspect a residence for the elderly whose operator holds a certificate of compliance in order to ascertain the extent to which that operator meets the conditions set out in section 346.0.4.

2005, c. 32, s. 141.

Identification.

346.0.9. The person authorized by the agency to carry out an inspection must, on request, produce identification attesting to that authorization.

Powers.

In carrying out the inspection, the person has the power

1) to enter, at any reasonable time of day, a residence for the elderly whose operator holds a certificate of compliance; and

2) to require any information or documents relating to the operator's activities.

2005, c. 32, s. 141.

Validity.

346.0.10. A certificate of compliance is valid for two years. The agency shall renew it for the same period provided that the operator

1) applied for the renewal at least 90 days before the expiry date of the certificate; and

2) met the conditions set out in section 346.0.4 during the period of validity that is ending.

2005, c. 32, s. 141.

Refusal.

346.0.11. The agency may refuse to issue a certificate of compliance if the operator of a residence for the elderly that applied for the certificate

1) does not meet the conditions set out in section 346.0.4;

2) has been convicted of an offence under this Act during the last three years, unless the operator has obtained a pardon; or

3) has been convicted of an indictable offence in connection with the operation of a residence for the elderly, unless the operator has obtained a pardon.

2005, c. 32, s. 141.

Suspension, revocation or non-renewal.

346.0.12. The agency may suspend, revoke or refuse to renew the certificate of compliance of a certificate holder that

1) no longer meets the conditions set out in section 346.0.4;

2) has not taken the corrective measures ordered by the agency within the prescribed period following a complaint;

3) has been convicted of an offence under this Act during the period of validity of the certificate, unless the certificate holder has obtained a pardon; or

4) has been convicted of an indictable offence in connection with the operation of a residence for the elderly during the term of the certificate, unless the certificate holder has obtained a pardon.

2005, c. 32, s. 141.

Notification.

346.0.13. Before refusing to issue a certificate of compliance, or suspending, revoking or refusing to renew such a certificate, the agency must first inform the applicant or the certificate holder in writing of its intention, as prescribed by section 5 of the Act respecting administrative justice (chapter J-3), and grant a period of at least 10 days for the applicant or the certificate holder to submit observations.

2005, c. 32, s. 141.

Corrective measures.

346.0.14. Instead of suspending, revoking or refusing to renew a certificate of compliance, the agency may order the certificate holder to take the necessary corrective measures within the period the agency determines.

Failure to comply.

If the certificate holder fails to comply with the order, the agency may then suspend, revoke or refuse to renew the certificate of compliance.

2005, c. 32, s. 141.

Decision.

346.0.15. The agency must inform the holder of a certificate of compliance in writing of its decision, giving its reasons, within 30 days after the date the decision was made.

2005, c. 32, s. 141.

Contestation.

346.0.16. The person whose application for a certificate of compliance has been rejected, or the holder of a certificate of compliance whose certificate has been suspended or revoked or for which renewal has been refused may contest the agency's decision before the Administrative Tribunal of Québec within 60 days after the date of notification.

2005, c. 32, s. 141.

Obligations.

346.0.17. An agency whose decision is contested is subject to the obligations set out in the first paragraph of section 114 of the Act respecting administrative justice (chapter J-3), with the necessary modifications.

2005, c. 32, s. 141.

Relocation.

346.0.18. If the certificate of compliance of a certificate holder has been suspended or revoked or has not been renewed, the agency must ensure that a person who lives in the residence for the elderly operated by that holder obtains relocation assistance if the person requires it.

2005, c. 32, s. 141.

Cessation of activities.

346.0.19. The operator of a residence for the elderly that wishes to cease activities must return the certificate of compliance to the agency.

2005, c. 32, s. 141.

Rights non transferable.

346.0.20. The rights conferred by a certificate of compliance may not be validly transferred to another person.

Appendix C

Regulation respecting the conditions for obtaining a certificate of compliance for a residence for the elderly



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Latest version available
Including the Gazette officielle of 25 April 2007

c. S-4.2, r.0.01.1

An Act respecting health services and social services

(R.S.Q., c. S-4.2, s. 346.0.6, 1st par., subpars. 1, 2 and 3 and 2nd par.)

DIVISION I

CONDITIONS FOR OBTAINING A CERTIFICATE OF COMPLIANCE

1. A health and social services agency for the area of jurisdiction where the residence for the elderly is situated is to issue a certificate of compliance referred to in section 346.0.3 of the Act respecting health services and social services (R.S.Q., c. S-4.2), to the operator of a residence for the elderly if the operator meets the conditions set out in this Regulation.

O.C. 1168-2006, s. 1.

§ 1. General

2. The resident and the resident's close relatives must be treated with courtesy, fairness and understanding, and with respect for their dignity, autonomy and needs.

O.C. 1168-2006, s. 2.

3. Space must be provided in the residence for the elderly so that every resident can receive visitors in a setting that respects the resident's privacy at all times.

O.C. 1168-2006, s. 3.

4. Residents' access to recreational activities and community life is to be facilitated.

O.C. 1168-2006, s. 4.

§ 2. Exchange of information

5. A document with the following mandatory information written in clear and simple terms is to be given by the operator to a person wishing to enter the residence, a close relative of the person or, as applicable, the person's representative:

- (1) the type of residence;
- (2) all the services offered in the residence, the cost of the services and, where applicable, an indication that the residence offers no personal assistance service;

- (3) the conditions on which persons with a disability may be admitted and the accommodation capacity for such persons;
- (4) the complaint management procedure;
- (5) the code of conduct that applies to the staff and residents;
- (6) the procedure and cost for the service that manages claims under government financial assistance programs, if that service is available; and
- (7) the operating rules for the residence.

O.C. 1168-2006, s. 5.

6. When an elderly person enters the residence, the operator must open a file in which the following information is entered:

- (1) the name of a person to contact in an emergency;
- (2) any special needs the resident may have;
- (3) any health problems the resident may have, including allergies;
- (4) the name of the resident's attending physician;
- (5) the name of the resident's pharmacist; and
- (6) the name of the person in charge of the resident's file at the health and social services agency for the area of jurisdiction where the residence is situated.

If a person refuses to provide information required under the first paragraph, the operator must have the person sign a declaration attesting to that fact. The declaration is kept in the file.

O.C. 1168-2006, s. 6.

7. Personal information collected pursuant to this Regulation is to be kept in such a manner as to ensure its protection in accordance with section 10 of the Act respecting the protection of personal information in the private sector (R.S.Q., c. P-39.1).

O.C. 1168-2006, s. 7.

§ 3. Health and safety of residents

8. The operator is to allow every resident to have access to health and social services and to an assessment and follow-up of the resident's state of health and psychosocial needs.

O.C. 1168-2006, s. 8.

9. The operator is to see that every resident whose life or integrity is in danger receives the care and services required by the resident's condition.

O.C. 1168-2006, s. 9.

10. The housekeeping of the residence, in particular the common areas accessible to residents, is to be done in such a manner as to not endanger the health and safety of the residents.

O.C. 1168-2006, s. 10.

11. If the operator notices a resident is behaving in a way that may harm the resident or other residents, or loss of cognitive autonomy associated with behavioural disorders, the operator must notify the resident's close relatives as soon as possible.

The operator may not resort to force, isolation, mechanical means or a chemical substance to control a resident's behaviour. Despite the foregoing, to protect the person or other persons in an emergency situation, after ruling out all other possibilities, the operator may temporarily and exceptionally use such means, but not a chemical substance.

If the operator notices behaviour referred to in the first paragraph or in an emergency situation has to resort to a control measure referred to in the second paragraph, the operator must immediately notify the health and social services agency for the area of jurisdiction where the residence is situated so that the resident's condition may be assessed and a determination made of the measures, if any, to be taken.

O.C. 1168-2006, s. 11.

12. In the event that the resident's state of health requires care or services that are beyond the operator's capacity or obligations, the operator must notify the resident and, with the resident's consent, the resident's close relatives. If the resident is incapable of giving consent, the operator must notify the resident's close relatives.

O.C. 1168-2006, s. 12.

13. Every residence must have a functioning call-for-help system adapted to the clientele's specific needs and made available to each resident.

In addition, the operator must ensure that a safety device which alerts staff members is in place if residents require monitoring because they are prone to wandering.

O.C. 1168-2006, s. 13.

14. At least one person of full age employed by the operator must be present at all times in the residence.

That person must have up-to-date training in

- (1) cardiopulmonary resuscitation;
- (2) standard first aid; and
- (3) moving patients safely.

The training referred to in the second paragraph must be provided by a certified person or organization.

O.C. 1168-2006, s. 14.

15. Professional activities are to be performed in the residence by members in good standing of the professional order concerned.

The operator or a staff member may, however, without being a member of the professional order concerned, provide invasive care involved in assistance with activities of daily living in accordance with section 39.7 of the Professional Code (R.S.Q., c. C-26) or a regulation made under section 39.9 of that Code.

O.C. 1168-2006, s. 15.

16. The operator is to apply the intervention protocols provided by the agency for its area of jurisdiction in the event of an accident or incident, death, unexplained absence of a resident or onset of an infectious disease, and to prevent infection, apply restraint measures in an emergency situation or mitigate a heat wave.

The operator must ensure that staff members are familiar with the protocols.

O.C. 1168-2006, s. 16.

17. A residence for the elderly is to have first-aid kits conspicuously marked for rapid identification that must be kept clean, fully stocked and in good condition, and that are readily accessible and available at all times.

O.C. 1168-2006, s. 17.

18. Devices and equipment furnished by the residence to provide health care and services to residents are to be maintained in good working order.

O.C. 1168-2006, s. 18.

19. The operator is to prepare and keep up to date a fire safety plan, in cooperation with the municipality's fire service.

The fire safety plan must contain the following information:

- (1) a list of the residents, specifying for each the measure or measures to be taken to ensure they are evacuated to a safe place;
- (2) a list of the staff members designated to apply the evacuation measures;
- (3) instructions to the person in charge;
- (4) instructions to the supervisory staff members;
- (5) the location of portable extinguishers and other fire protection equipment and evacuation routes to outside meeting places;

(6) a list of agreements with organizations, establishments, institutions or individuals concerning assistance in the event of evacuation of the residence or the taking of evacuees in charge; and

(7) a list of all emergency telephone numbers.

A copy of the fire safety plan must be kept near the main entrance for the person in charge of the emergency services. The evacuation instructions must be posted on every floor in the residence in a place accessible to the public. All staff members must be informed of the content of the plan and of the specific tasks they are to perform in the event of an evacuation.

O.C. 1168-2006, s. 19.

§ 4. Food and medication

20. An operator providing meals to residents must offer varied menus that conform to Canada's Food Guide to Healthy Eating (Health Canada, Ottawa) as it reads at the time of its application.

O.C. 1168-2006, s. 20.

21. The operator must encourage self-administration.

If a resident self-administers medication but chooses to use the distribution service, the operator must respect the following rules:

- (1) a person in charge must be designated to supervise the distribution of medication;
- (2) medication in the name of each resident must be stored under lock and key, in a cupboard reserved for that purpose or, if required, in a refrigerated area; and
- (3) the person distributing medication must ensure that the person to whom the medication is distributed is the person to whom the medication is intended.

O.C. 1168-2006, s. 21.

22. The operator or a staff member must, when administering medication, comply with the rules in section 21 and do so in accordance with section 39.8 of the Professional Code (R.S.Q., c. C-26) or a regulation made under section 39.9 of that Code.

O.C. 1168-2006, s. 22.

23. An operator may make available to its residents the commonly used over-the-counter medications listed in Schedule III to the Regulation respecting the terms and conditions for the sale of medications (O.C. 712-98, 98-05-27). The medications must be kept as provided in subparagraph 2 of the second paragraph of section 21 of this Regulation.

A list of the medications and the rules governing their use must be determined, on the operator's request, by a pharmacist. The list and rules must be reviewed at least once every 2 years and not more than 6 months before each renewal application for a certificate of compliance.

As soon as an operator distributes one of the medications to a resident, the operator must enter that fact in a book kept for that purpose.

O.C. 1168-2006, s. 23.

§ 5. Requirements

24. The operator must ensure that

(1) retail or restaurant activities and the provision of services for remuneration in a residence do not endanger the health or safety of residents by not complying with the Food Products Act (R.S.Q., c. P-29) or a regulation made under that Act;

(2) the health or safety of residents is not endangered by accommodating them in an immovable that does not comply with the standards in a municipal by-law regarding hygiene, sanitation, safety or construction, adopted by the municipality in whose territory the residence for the elderly is situated; and

(3) the health or safety of residents is not endangered by accommodating them in an immovable that does not comply with the standards set out in the Public Buildings Safety Act (R.S.Q., c. S-3), the Building Act (R.S.Q., c. B-1.1) or a regulation made under those Acts.

O.C. 1168-2006, s. 24.

§ 6. Liability insurance

25. The operator must hold and maintain liability insurance in an amount that enables the operator to satisfy a claim arising out of the operator's general civil and professional liability.

O.C. 1168-2006, s. 25.

§ 7. Exemption

26. Subparagraphs 3 to 6 of the first paragraph of section 6, sections 13, 14, 18, 21 and 22 do not apply to the operator of a residence for the elderly that offers no personal assistance service.

Personal assistance services are personal hygiene, eating aid, mobility aid, transfer aid and distribution of medications.

O.C. 1168-2006, s. 26.

27. (*Omitted*).

O.C. 1168-2006, s. 27.

O.C. 1168-2006, 2006 G.O. 2, 57

Appendix D

Application for a certificate of compliance and example of a resolution from the board of directors

Part of minutes of proceeding of a Board of Directors meeting of

Name of the residence

Held _____ in Montréal and to which there was quorum
(date)

On passed and adopted motion, it was resolved that

authorizes _____ to
Name of residence
Name of person responsible, title of the person responsible

Request the certificate of compliance for residence for the elderly from the Agence de santé et des services sociaux de Montréal and to sign any related document

Certified, on the _____ of _____ 2010
(date) (month)

Signature of the member of the Board of Directors

SCHEDULE
Application for a certificate of compliance
Residence for the elderly

1.1) Name and address of the residence

Name

Address Municipality Postal code

Telephone Fax E-mail

1.2) Name and address of the operator or operators

Name

Mailing address "if different from residence"

Municipality Postal code

Telephone Opening date of the residence Day Month Year

1.3) Name and address of the person in charge of the residence

Name

Mailing address "if different from residence"

Municipality Postal code Telephone

I, the undersigned, declare that I am the operator of the residence or the person in charge of the residence mentioned in section 1.1 and hereby apply to the health and social services agency for the region of

for a certificate of compliance for this residence in accordance with the Regulation respecting the conditions for obtaining a certificate of compliance for a residence for the elderly.

Name and surname of the authorized person (PRINT)

Mandatory signature

Date: **Day/Month/Year**

Appendix E

Procedure for obtaining a certificate of compliance, for operators of a residence for the elderly

Procedure

for obtaining a certificate of compliance, for operators of a residence for the elderly.

In accordance with the Act respecting health services and social services
(R.S.Q., c S-4.2)

1. The operator must have each residence of which he is the owner listed in the *Register of residences for the elderly*, by contacting the health and social services agency of the region where each residence is situated.
2. To obtain a certificate of compliance, the operator of a residence for the elderly must apply in writing to the health and social services agency for the region where the residence is situated, using the form provided as a schedule to this document, or the web site of the ministère de la Santé et des Services sociaux: www.msss.gouv.qc.ca
3. The operator must fill out the application form, sign it and send it by mail to the agency of the region where the residence is situated. If the operator is a legal person, the application must be accompanied by the resolution of the board of directors authorizing the signatory.
4. The agency shall send a written notice of reception to the operator who made the application, setting out its instructions with a view to preparing the inspector's visit. The agency will send a copy of the application for a certificate of compliance to the Conseil québécois d'agrément.
5. The Conseil québécois d'agrément shall contact the operator to explain the preparatory stages for the compliance verification visit and propose a date for the visit.
6. The operator shall prepare for the visit with the help of the *Application Manual for the Regulation respecting the conditions for obtaining a certificate of compliance for a residence for the elderly* and the *Aide-mémoire for operators of a residence for the elderly*.
7. The operator shall submit the required documents to the Conseil québécois d'agrément four weeks before the anticipated date of the visit.
8. The Conseil québécois d'agrément must examine the documents received and, if these documents are complete and in conformity, it shall confirm the date of the visit. If such is not the case, the visit is postponed.
9. In carrying out the inspection, the Conseil québécois d'agrément must verify that the operator meets the specified health and social criteria. The operator must authorize the inspector to enter the residence at any reasonable time of day.
10. When the visit is completed, the Conseil québécois d'agrément must send the compliance verification report to the agency of the region where the residence is situated within 15 working days after the visit.
11. On receipt of the compliance verification report, the agency shall examine it.
12. If the operator is found to be in compliance with the health and social criteria and the conditions set out, and if, during the past three years, the operator has not been convicted of an offence under the Act respecting health services and social services, unless the operator has obtained a pardon, nor convicted of an indictable offence in connection with the operation of a residence for the elderly, unless he has obtained a pardon, the agency shall issue a signed certificate of compliance to that operator within 30 days after receiving the compliance verification report of the Conseil québécois d'agrément. The compliance certification shall be entered in the *Register of residences for the elderly*, along with the date of issue and the expiry date of the certificate of compliance.

13. When the certificate of compliance is sent to the operator, it is to be accompanied by a letter indicating the length of time for which it is valid, as well as a reminder that the operator must apply for its renewal at least 180 days before the expiry of the certificate.
14. A certificate of compliance is valid for two years. The date is indicated on the said certificate.
15. The operator must publicly display the certificate of compliance at all times in the residence.

Refusal to issue a certificate of compliance

16. If, after examination of a compliance verification report, the agency refuses to issue a certificate of compliance, it must first inform the applicant in writing of its intention¹, as prescribed by section 5 of the Act respecting administrative justice (R.S.Q., chapter J-3), and grant a period of at least 10 days for the applicant to submit observations
17. If the operator submits observations to the satisfaction of the agency and, where applicable, takes the necessary corrective measures within the period the agency determines, the agency shall issue a signed certificate of compliance within 10 days after its receipt of the observations and/or the corrective measures.
18. If the operator fails to submit his observations and/or to take the required corrective measures, the agency may then refuse to issue a certificate of compliance. The health and social services agency must inform the operator in writing of its decision, giving its reasons, within 30 days after the date the decision was made.
19. The operator whose certificate of compliance has been refused may contest the health and social services agency's decision before the Administrative Tribunal of Québec within 60 days after the date of notification.

Renewal of a certificate of compliance

20. The procedure for renewing a certificate of compliance is the same as that set out for obtaining the certificate the first time. The operator shall send the application for renewal to the health and social services agency at least 90 days before the expiry date of the certificate of compliance.
21. If the operator complies with the health and social criteria and satisfies the requirements established by regulation or if, following a complaint, the operator has taken the necessary corrective measures within the period the agency determined, and if the operator has not been convicted during the period of validity of the certificate of an offence under the Act respecting health services and social services (R.S.Q., c. S-4.2), unless the operator has obtained a pardon, nor convicted of an indictable offence in connection with the operation of a residence for the elderly, unless he has obtained a pardon, the agency shall renew the signed certificate of compliance within 30 days after receiving the compliance verification report. The renewal of the certificate of compliance shall be entered in the *Register of residences for the elderly*, along with the date of renewal and the expiry date of the certificate of compliance.

¹ Intention of refusing, with reasons.

Suspension, revocation or refusal to renew a certificate of compliance

22. Before suspending, revoking or refusing to renew a certificate of compliance, the agency must first inform the applicant or the certificate holder in writing of its intention, as prescribed by section 5 of the Act respecting administrative justice (R.S.Q. chapter J-3), and grant a period of at least 10 days for the applicant or the certificate holder to submit observations.
23. If the operator presents his observations to the agency's satisfaction, instead of suspending, revoking or refusing to renew a certificate of compliance, the agency may order the operator to take the necessary corrective measures within the period the agency determines.
24. If the operator fails to take the necessary measures within the period the agency determines, the agency may then suspend, revoke or refuse to renew the certificate of compliance. The health and social services agency must inform the operator in writing of its decision, giving its reasons, within 30 days after the date the decision was made.
25. An operator whose certificate of compliance has been suspended or revoked, or for which renewal has been refused, may contest the health and social services agency's decision before the Administrative Tribunal of Québec within 60 days after the date of notification.

Change in personal assistance services² offered

26. When a certified residence that offers no personal assistance services wishes to change its service offer in order to include personal assistance services, the operator must make a new application for certification to the agency for the region where the residence is situated, with a view to obtaining a certificate of compliance, with personal assistance services.

Cessation of activities

27. The operator of a residence for the elderly that wishes to cease activities must return the certificate of compliance to the health and social services agency. The rights conferred by a certificate of compliance may not be validly transferred to another person.

Sale of a residence for the elderly

28. The new operator of a residence for the elderly must, at the time of purchase, apply to the agency for the region in which the residence is situated.

The visit of the inspector from the Conseil québécois d'agrément shall take place after 60 days of operation by the new operator, or no later than 90 days thereafter.

This information shall be entered in the *Register of residences for the elderly*.

Operation without a certificate of compliance

29. Every person who operates a residence for the elderly without being a holder of a certificate of compliance is liable, for every day of the duration of the offence, to a fine of \$150 to \$450 in the case of a natural person, or to a fine of \$750 to \$2,250 in the case of a legal person³.

² Personal assistance services are personal hygiene, eating aid, mobility aid, transfer aid and distribution of medications. Section 26 of the *Regulation respecting the conditions for obtaining a certificate of compliance for a residence for the elderly*.

³ Section 531.1, Act respecting health services and social services (AHSSS) (effective as of February 2009).

***Agence de la santé
et des services sociaux
de Montréal***

Québec

