



## **INFORMAL RESIDENTIAL CARE FACILITIES**

The City of London considers it desirable and necessary to regulate Informal Residential Care Facilities for the purpose of protecting the health, safety and wellbeing of residents, care providers, and neighbourhoods where such facilities exist. This guide briefly outlines the licensing system for IRCFs and summarizes the requirements and responsibilities of licensees.

### ***What are Informal Residential Care Facilities?***

Informal Residential Care Facilities (IRCFs) are homes that are licensed to provide informal care service for three or more persons. This informal care amounts to provision of services to support the daily lives of occupants and includes, but is not limited to, housing, meal preparation, administration of medication, and provision of transportation. However, these facilities exclude facilities that are funded or licensed by the federal or provincial governments, or that are regulated under either level of government: Thus, they are considered “*informal*”

### ***Who can operate an Informal Residential Care Facility?***

Operators can be individuals, business partnerships, and corporations. All operators must have obtained a valid licence from the City of London to operate a facility.

### ***Where are Informal Residential Care Facilities permitted to operate?***

IRCFs are permitted to operate in any residential neighbourhood as long as they are licensed and in compliance with municipal property standards and zoning by-laws.

### ***The Licensing Process***

To apply for an IRCF licence, applicants must complete the application form and provide the following:

- Payment of the licence application fee: \$750.00;
- A “Vulnerable Sector Check”, undertaken through London Police Services, or the jurisdiction of where the applicant lives, for the applicant, including all partners and/or corporate directors involved in the operation of each facility, and each person working at/for the IRCF
- Proof of Insurance of no less than \$5 million that clearly identifies the use of the building/property as an Informal Residential Care Facility; and
- An Operating Standards Package (details below)

Following an internal zoning review, a joint inspection by building, fire prevention and health inspectors will also be scheduled by the City of London.

## ***Operating Standards Package***

In addition to meeting the above licensing requirements, licensees must also provide information regarding the operation of the facility.

According to the Informal Residential Care Facility Licensing By- law, these regulations include:

- Written tenancy agreements with each tenant in their facility;
- Written service plans for each tenant that outline individual tenant's specific care plans including:
  - medications
  - diet restrictions
  - mobility constraints
  - general medical information; and
- Contact information for each tenant's support network, including attorneys, doctors, specialists, family members, and any other information pertinent to the care of the individual tenant.

Maintenance of a file for each individual tenant must be kept current by the facility owner/operator. Licensees must maintain personal records of individual tenants for a period of seven (7) years after the discharge of the tenant.

Licensees are required to report all serious incidents that occur at the facility to the Licence Manager. This includes health or fire emergencies, unexpected death including suicide, missing tenants, outbreaks of reportable or communicable diseases, incidents involving law enforcement, and/or any allegations of abuse, threats of violence, or danger to life of any staff member or tenant. These incident reports should be emailed to the Licence Manager at [licensing@london.ca](mailto:licensing@london.ca).

Licensees must ensure that employees or care workers at the facility are 18 years of age or older, and that a Certified Food Handler is present at all times that food is being prepared, processed, handled, served or stored.

### **IMPORTANT NOTE:**

It is essential that you familiarize yourself with the entire Informal Residential Care Facility by-law, and associated regulations, to fully understand the responsibilities of holding such a licence. Information can be found on our website at [www.london.ca](http://www.london.ca) and typing "Informal Residential Care" in the search engine.

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## **Development & Compliance Services Licensing Office - Contact Information**

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