

Operational Review On Site Guide

Date of On Site:

A. PROVIDER SUMMARY (please complete one form per site)

Provider Name:					
Address:		Telephone:			
Provider Contact Person:		BC Housing File/Reference #s:			
Programs :		Total # Projects:		Total # of Units:	
Non-Profit Portfolio Manager (NPPM) Responsible :		Region :			

1. Who from the Society participated in this review?

Instructions: Please complete one form per Non-Profit Provider. Please note that some questions will not be applicable to all providers.

B. MAINTENANCE

2. Does the provider maintain its buildings and grounds in a good state of repair and a safe and sanitary condition? *(Not applicable to HOP)*

Indicators:

- A suite condition report is on file, signed by the occupant
- Maintenance records are complete and readily available for units as well as buildings
- Checks in different areas demonstrate the building and grounds are clean and there are no obvious:
 - Odors
 - Build up of dirt, garbage, needles, glass etc. on the property
 - Build up of snow and ice (community winter standards apply)
 - Hazards (tripping hazards, loose railings)
 - Pests

NOTES:

YES	NO	N/A	In Progress
☐	☐	☐	☐

	YES	NO	N/A	In Progress
--	-----	----	-----	-------------

Operational Review On Site Guide

3. Does the provider respond to deficiencies or repairs in a timely manner? <i>(Not applicable to HOP)</i> <u>Indicators:</u> - A process is in place for repair or maintenance requests to be reported and addressed - Information from suite condition reports, a file review, or from tenants suggests that the provider generally responds to deficiencies or repair requests in a timely manner - Significant tenant complaints suggest the provider is <u>not</u> responding to deficiencies in a timely manner. NOTES: _____	☐	☐	☐	☐
	YES	NO	N/A	In Progress
4. Does the provider have a capital plan in place? <i>(Not applicable to HOP, ESP)</i> A “YES” response to this question can be recorded where the NPPM has reviewed a current capital plan that: <u>Indicators:</u> - Covers a period of at least 5 years - Includes all of the projects under agreements with BC Housing - Anticipates material capital expenditures for each project throughout the period, whether or not the components identified appear on the Replacement Reserve Schedule(s), and - Includes all major building components (roof, walls, windows, doors etc.). <i>If “NO” to any of the above, discuss what steps can be taken.</i> NOTES: _____	☐	☐	☐	☐
	YES	NO	N/A	In Progress
5. Does the provider ensure that contracts entered into are best value for work performed? <i>(Not applicable to HOP)</i>	☐	☐	☐	☐

Operational Review On Site Guide

<u>Indicators:</u> - Purchases and procurements are reasonable and necessary. There are no unnecessary purchases. Appropriate spending thresholds are used to drive procurement processes and purchasing decisions. - A fair and open process is used when calling for, receiving and evaluating quotations and tenders - Reference checks are completed for unknown contractors - Contracts specify the services required: details of the work required; frequency of service; minimum standards expected - Contract details include: name of the parties, services contracted, duration of term, amount to be paid, actions if services are withheld and cancellation policies - Contractors are qualified to perform the required work and have WCB and appropriate liability insurance coverage - Contract costs are monitored against both the budget and tender price on a basis that is appropriate to their duration and size - Services were actually performed according to the contract and at intervals stipulated in the contract - Where goods/services are provided to the provider by a related party, written policies and procedures exist to appropriately manage the potential conflict of interest NOTES: _____				
C. RESIDENT/CLIENT MANAGEMENT	YES	NO	N/A	In Progress
6. Does the provider collect, use, disclose and secure personal information as required by the Personal Information Protection Act (PIPA)? A “YES” response to this question can be recorded where: <u>Indicators:</u> - Someone within the organization has delegated responsibility to ensure compliance with PIPA - Written policies or procedures are in place with respect to the management of personal information, and specifically describe: - How and when to obtain consent to collect, use, and disclose personal information; - How and when personal information will be destroyed; - How the organization secures personal information; and - A complaint resolution process to handle privacy complaints - Personal information is stored in a safe manner (paper records are under lock; electronic records are password protected and stored on secure networks)	☐	☐	☐	☐

Operational Review On Site Guide

Documentation shows that staff has received privacy orientation and training. <i>If “NO” to any of the above, discuss what steps can be taken.</i> NOTES: _____				
	YES	NO	N/A	In Progress
7. Does the provider ensure that staff respects the privacy of resident / client units? (Not applicable to HOP) <u>Indicators:</u> - Unit keys are appropriately labeled and securely stored - Upon request, locks are changed for all new tenants - Proper notice of entry to units is provided - Written policies are in place with respect to tenant/client privacy NOTES: _____	☐	☐	☐	☐
	YES	NO	N/A	In Progress
8. Does the provider keep adequate files for existing tenants and past tenants? (Not applicable to HOP) <u>Indicators:</u> - For all files reviewed, signed tenancy / occupancy agreements are in place - Tenancy / occupancy agreements sampled are reasonably aligned with BC Housing requirements as well as the current requirements of the applicable legislation - Move in, move out inspections and charge backs are completed and documented - Annual Application for Rent Subsidy is maintained in the resident / client file - At initial occupancy, the provider obtains a declaration of income (and, where applicable, assets) along with supporting documentation. The declaration and supporting documentation are kept in the resident / client file for the duration of the tenancy NOTES: _____	☐	☐	☐	☐

Operational Review On Site Guide

	YES	NO	N/A	In Progress
9. Does the provider demonstrate that a consistent and fair process is followed to select clients / residents? (Not applicable to HOP) <u>Indicators:</u> - Resident / client selection policies and procedures are in place - A review of the resident / client files indicates that the housing provider is in compliance with these policies and procedures - Tenant Selection Committee is in place - Provider uses the Point Score format - Reference checks are performed for all tenants - The Housing Registry or the Supportive Housing Registry are used for tenant selection NOTES: _____	☐	☐	☐	☐
	YES	NO	N/A	In Progress
10. Does the provider demonstrate that they comply with the Residential Tenancy Act and treat tenants in a fair and transparent manner? (Not applicable to HOP) <u>Indicators:</u> - A clear policy and procedure for receiving and responding to client complaints is in place, as well as a dispute resolution process - Tenancy, occupancy or program agreements are suited to the type of housing - Substantiated complaints received by BC Housing from clients, residents or community partners - The provider manages security deposits according to the Residential Tenancy Act NOTES: _____	☐	☐	☐	☐
D. SAFETY AND SECURITY	YES	NO	N/A	In Progress

Operational Review On Site Guide

11. Does the provider provide services or facilities that enable tenants / clients to self-preserve in the event of fires or other emergencies? (Not applicable to HOP)

☐
☐
☐
☐

A “YES” response to this question can be recorded where:

Indicators:

- An emergency evacuation plan is posted on each floor in a visible area for residents in buildings where a Fire Safety Plan is required¹
- Emergency alarm systems are appropriate to the needs of the population (i.e.; visual system to alert people who are deaf)
- Emergency contact numbers are posted
- Egress routes such as corridors and doorways are clear and accessible

If “NO” to any of the above, discuss what steps can be taken.

NOTES:

YES

NO

N/A

**In
Progress**

12. Does the provider train staff to respond appropriately to emergency situations (water or heat disruption, power failure, elevator entrapment, fire, earthquake etc.)? (Not applicable to HOP)

☐
☐
☐
☐

A “YES” response to this question can be recorded where:

Indicators:

- Emergency procedures/Business Continuity Plans are in place for specific situations (water or heat disruption, power failure, elevator entrapment, fire, earthquake etc.). Business continuity plans should have after-hours emergency numbers for various contractors that perform work at the building.
- Staff working on the site have received training in fire safety
- Fire Safety Plans are reviewed and updated annually by the provider
- A Fire Safety Director and Deputy Director have been appointed and trained at all buildings requiring a Fire Safety Plan
- A Fire Drill is performed annually on sites with a fire alarm

If “NO” to any of the above, discuss what steps can be taken.

¹ Buildings that do not require a Fire Safety Plan do not require placards on each floor

Operational Review On Site Guide

NOTES: 				
	YES	NO	N/A	In Progress
13. Does the provider ensure that the fire safety requirements of the local fire authority are met? (Not applicable to HOP) A “YES” response to this question can be recorded where: <u>Indicators:</u> - An inspection by a qualified Fire Safety Contractor of fire safety systems and equipment (fire alarm panel, smoke alarms where there is no fire alarm system, emergency lights, extinguishers etc.) has taken place within the last 12 months. Fire systems, sprinklers and extinguishers are clearly tagged. A formal report is kept on file - A procedure exists to ensure that buildings, including those without a fire safety plan, are inspected routinely for fire safety items such as those in <u>Appendix “A” of BC Housing’s Fire Safety Procedure</u> - Egress routes such as corridors and doorways are accessible and clear of hazards - Fire doors appear operational and unobstructed - There are no outstanding orders or violations - Where hoarding has occurred, the provider demonstrates an awareness and appropriate response - Combustibles have not accumulated in or near the building - Fire wall separations appear sound; walls and visible pipe chases are intact <i>If “NO” to any of the above, discuss what steps can be taken.</i> NOTES:	☐	☐	☐	☐
	YES	NO	N/A	In Progress
14. Does the provider ensure compliance with WorkSafe BC regulations? A “YES” response to this question can be recorded where: <u>Indicators:</u> - There are no outstanding orders or violations - Safety hazards are identified in a timely manner (i.e. regular inspections) - Worker’s compensation coverage is maintained for all individuals engaged in any work as required by the Worker’s Compensation Act	☐	☐	☐	☐

Operational Review On Site Guide

- Documentation shows that personnel have received health and safety orientation and training specific to their job, as per OHS Regulations, including training on all related policies and procedures

If “NO” to any of the above, discuss what steps can be taken.

Additional Indicator

- Step 1 of the Asbestos Management Program has been completed and Step 2 and 3 initiated or completed if required (**not applicable to HOP**)

The Asbestos Management Program consists of:

Step 1: Completion of a hazardous materials survey (confirms the presence of asbestos)

Step 2: The development of an Asbestos Management Plan

Step 3: Staff training is in place for asbestos management and re-training occurs periodically

NOTES:

E. HUMAN RESOURCES/ADMINISTRATION

YES

NO

N/A

In Progress

15. Does the provider ensure that staff has qualifications consistent with their job responsibilities?

☐
☐
☐
☐

Indicators:

- Job descriptions are in place for each position
- Staff qualifications, education and training are documented
- All staff have signed employment agreements outlining their duties, the hours of work, and benefits
- The provider conducts criminal reference checks on staff and volunteers in line with provincial requirements. Where checks are conducted, evidence that the check was performed is maintained on file.

NOTES:

YES

NO

N/A

In Progress

16. Does the provider provide staff orientation and ongoing training to develop and maintain staff knowledge and skills consistent with their job responsibilities?

☐
☐
☐
☐

Indicators:

- Staff orientation materials are in place, relevant to the duties required

Operational Review On Site Guide

of staff • Ongoing training occurs, relevant to the duties required of staff • Conflict resolution training is provided where appropriate ESP, HOP, ILBC, PHI, SSH only: • Policies are in place regarding staff eligibility and training • Staff orientation and ongoing training is documented with respect to support program requirements (WHMIS, CPR, Hazmat, First Aid, Occupational Health & Safety, prevention of infections, non-violent crisis intervention, and Foodsafe if applicable). ESP, PHI sites with support staff only: • At least one staff member with Standard First Aid is on duty at all times² NOTES: _____				
	YES	NO	N/A	In Progress
(For Support Programs Only) 17. Does the provider maintain appropriate client files for consent forms, rent supplement documentation and case plans? (Applies only to ESP, HOP, ILBC, PHI) <u>Indicators:</u> A random check of 3 client files (more for larger projects) demonstrates that ESP, HOP, ILBC, PHI: • Client consent forms (release/exchange of information) are kept on file and are consistent with BC Housing requirements • The provider keeps a record of clients' length of stay/services accessed, and housing plan upon discharge or transition out of the program, as applicable • Where case planning is required, documentation suggests that case planning is performed regularly, a consistent case planning approach is maintained, files are confidential and notes are current. HOP only: • Documentation suggests the appropriate utilization of rent supplements. NOTES: _____				

² CPR A is required for shelters serving adults, CPR B is required if children are also served

Operational Review On Site Guide

	YES	NO	N/A	In Progress
<i>(For Support Programs Only)</i> 18. Does the provider demonstrate that policies and procedures are in place and are updated regularly to reflect operational needs? <i>(Applies only to ESP, HOP, ILBC, PHI, SSH)</i> <u>Indicators:</u> The following written policies or procedures are in place and are current: Client policies: - Eligibility; discharge/transition out of the program; length of stay (ESP only). These have been approved by BC Housing. - Rights and responsibilities - Complaints and dispute resolution process - Security and confidentiality of client data - Storage of client belongings - Client medications, administration and storage; substance use - Weapons possession and violent behavior - Crisis prevention and/or de-escalation; non-violent intervention - Prevention of infections, exposure to blood and body fluids, and the safe handling of needles - Resident/client death Business policies: - Critical incident response (Pandemic plan, threat or assault to staff/clients, loss of essential services, fire and other emergency evacuation, pest control, food contamination, medical emergencies, resident death etc.) - Containment of infectious outbreaks - Where staff work alone, working alone protocols are in place - Use of vehicles (whether private or corporate) - Admission/turn away policies and practices are aligned with program requirements (for example, minimal/high barrier emergency shelter services) - Management of unaccompanied children under 19 complies with requirements in operating agreements NOTES:	☐	☐	☐	☐

Operational Review On Site Guide

	YES	NO	N/A	In Progress
<i>(For Support Programs Only)</i> 19. Does the provider demonstrate program safety and cleanliness / hygiene requirements for accommodation for this location? (Applies only to ESP, ILBC, PHI, SSH) <u>Indicators:</u> - Client accommodations are safe and secure - Separate secure sleeping space exists for men, women and families - Washrooms and toilet areas are clean, functional and safely accessible - Cleaning procedures prevent cross-contamination and control pests - Kitchen and dining areas are clean and free of clutter - Hand washing station is stocked and in working order - Linens are changed weekly or when a new client occupies a bed - Hygiene items are provided as per program requirements NOTES:	☐	☐	☐	☐
	YES	NO	N/A	In Progress
20. Where meal service occurs, does the provider demonstrate that program requirements are met? (Applies only where meal service is required as per operating agreements) <u>Indicators:</u> - Meal service is provided as specified in the operating agreement - Food handling, preparation, storage and serving practices meet provincial requirements: - At least one staff holding a valid <u>Food Safe</u> certificate is present (as per <u>Food Premises Regulation</u>) - Food handling, preparation, storage & serving is in accordance with Food Premises Regulation - Copies of the appropriate level Food Safe certificates are maintained on file for all relevant staff and food contractors - Where meals are prepared and served on site and a license is required, the current license is posted and there are no outstanding	☐	☐	☐	☐

Operational Review On Site Guide

violations Rotating menus are reviewed annually by a Registered Dietician NOTES: _____				
F. OPTIONAL	YES	NO	N/A	In Progress
21. Where the project is within eight years of agreement expiry, does the provider plan to continue operating the project as affordable low-moderate income housing, including independently meeting all future capital requirements, AFTER the expiry of the Operating Agreement? <i>(Does not apply to HOP, ESP)</i> <u>Indicators:</u> - Corporate mandate and board commitment to continue affordable housing - Long term plan developed for the project - Provider's financial forecast demonstrates that the project will be financially viable without ongoing subsidy from BC Housing NB: If agreement expiring within the next five (5) years, develop a work out plan with providers to assess on-going viability and preparedness for post agreement expiry. NOTES: _____	☐	☐	☐	☐

ADDITIONAL NOTES:

NPPM Name:

Operational Review On Site Guide

NPPM Signature:

Date: