

A Coach Approach in REGULATORY PRACTICE

When licensing officers use a coach approach, licensees become partners in compliance.

New Style of Enforcement



1 LICENSEES ARE KNOWLEDGEABLE

Licensing officers recognize licensees are experts of their facility, and licensing officers are experts of the legislation.



2 UTILIZE COLLECTIVE WISDOM

Licensing officers harnesses licensees operational intelligence. It is no longer the licensing officer knows best; it is we both know a lot.



3 ENGAGE IN DIALOGUE

Licensing officers listen intently and inquire. They come from a place of curiosity, rather than a place of telling.



4 GUIDE AND SUPPORT

Licensing officers use clear communication to guide and support, rather than command and control.



5 COMMITMENT BY INTENTION

Licensing officers use the legislation to encourage compliance by intention, rather than compliance by demand.



6 PARTNERSHIPS

Licensing officers commit to working as partners with licensees in the protection of vulnerable populations.



7 TRUSTING CAPABILITY

Licensing officers begin their relationship with licensees based on trust, not mistrust.



8 BUILD ON STRENGTHS

Licensing officers acknowledge licensees strengths, looking for what is compliant first.



9 PROACTIVE

Licensing officers focus on prevention and compliance, they are proactive with licensees, rather than reactive.

Partners in compliance!

Protecting Vulnerable Populations in Licensed Care

For more information on CCFL visit the
Community Care Facility Licensing | Northern Health website.

