

This Inspection Guide provides *guidance* to the inspector during the initial planning of an inspection. Not all sections will be applicable in every situation and the inspector may need to adjust the inspection based on information collected.

PROFILE FOR RESIDENT

- Name, room number, home area
- Date of birth, date of admission, date of discharge (if applicable)
- Diagnoses
- Other resident information, as applicable: Physician, SDM, Advanced Directives, Activities of Daily Living, and RAI-MDS Outcome Scores, e.g., CPS

CLINICAL RECORD REVIEW (ELECTRONIC AND HARD COPY)

ASSESSMENTS

- Documentation of care, e.g., flow sheets, tasks, specific to the incident of alleged abuse and/or neglect

PLAN OF CARE

- Care items related to the incident of alleged abuse and/or neglect
- Evidence that the resident is protected from abuse and neglect; strategies are in place to prevent abuse and neglect, as needed

MEDICATION ADMINISTRATION RECORD (MAR)

- Medications related to the incident of alleged abuse and/or neglect

TREATMENT ADMINISTRATION RECORD (TAR)

- Treatments related to the incident of alleged abuse and/or neglect

PROGRESS NOTES

- Notes specific to the incident of alleged abuse and/or neglect
- Evidence that the resident is protected from abuse and neglect; strategies are in place to prevent abuse and neglect, as needed

OBSERVATIONS

RESIDENT CARE, SERVICES AND ENVIRONMENT

- Staff respond, act, and engage with residents with respect and dignity
- Situations that may lead to abuse, and the staff's response to such situations
- Incidents of abuse or neglect, and the staff's response to such incidents
- Implementation of interventions to protect the resident(s) from abuse and neglect
- Implementation of the resident's plan of care, specific to the inspection
- Implementation of the policy to promote zero tolerance of abuse and neglect of residents
- Issues of safety and security of the environment that may have contributed to the incident of alleged abuse and/or neglect, e.g., availability of equipment, entrance security

INTERVIEWS

RESIDENT

- Discuss their interactions with co-residents and staff in their daily routines
- Discuss their feelings of safety and security
- Explore the resident's knowledge of the alleged incident of abuse and/or neglect, discuss any harm that may have occurred
- Review notification of incident and results of investigation, as required

FAMILY OR SDM

- Discuss their feelings of safety and security for the resident
- Explore their knowledge of the alleged incident of abuse and/or neglect
- Review notification of incident and results of investigation, as required

DIRECT CARE STAFF

PSW, RN, RPN and others as applicable

- Discuss what training the staff has been provided on the prevention of abuse and neglect (policy to promote zero tolerance of abuse and neglect of residents)
- Discuss what actions the staff member would take if they suspected abuse and/or neglect of a resident, i.e., reporting, ensuring resident(s) safety and protection from abuse and neglect
- Explore the staff person's knowledge of the alleged incident of abuse and/or neglect and the action taken in response
- Confirm their familiarity of the resident and their care
- Discuss care needs as relevant to the incident of abuse and/or neglect

OTHER STAFF

Involved or have knowledge of the alleged incident

- Discuss what training the staff has been provided on the prevention of abuse and neglect, e.g., policy to promote zero tolerance of abuse and neglect of residents
- Discuss what actions the staff member would take if they suspected abuse and/or neglect of a resident, e.g., reporting, ensuring resident(s) safety and protection from abuse and neglect
- Explore the staff person's knowledge of the alleged incident of abuse and/or neglect and action taken in response

MANAGEMENT

Director or Care, Administrator/Delegate

- Discuss screening measures in place prior to hiring staff and/or accepting volunteers
- Discuss training provided to staff and others, as required
- Confirm the lead and those persons involved in the licensee's investigation into the alleged incident of abuse and/or neglect

- Explore the staff person's knowledge of the alleged incident of abuse and/or neglect
- Explore the actions required to be taken by staff and managers when there are reasonable grounds to suspect abuse or neglect, e.g., reporting, investigation, appropriate action
- Explore how the resident(s) are protected from abuse and neglect
- Discuss the legislative areas of concerns, if identified
- Discuss the home's policy to promote zero tolerance of abuse and neglect of residents, e.g., content of policy as required, and that policy is complied with

OTHER RECORD REVIEW

- Critical Incident Reports
- Internal Incident Reports
- Licensee's investigation
- Employee's human resource file (screening, history of similar complaints, concerns)
- Video or other visual or audio recordings
- Policy to promote zero tolerance of abuse and neglect of residents
- Evaluation of the licensee's policy to promote zero tolerance of abuse and neglect of residents
- Training records related to abuse and neglect, restraints/PASDs and responsive behaviours

FOR FURTHER GUIDANCE

Please refer to policies, guidance documents, and job aids available in the eInspectors' Handbook.