

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)

CIS/COMPLAINT REPORT

- Review CIS or Complaint report if completed as per requirements, i.e., initiated, completed and updated as required.

PROGRESS NOTES

- Review progress notes related to the specific concern.
- Any previous similar concerns.
- Review to determine current status of the resident.

OBSERVATIONS

Posting of Residents' Bill of Rights, complaints process and the Ministry's Action-line number.

INTERVIEWS

RESIDENT/SDM

- Discuss with the resident the identified incident/complaint.
- Confirm resident/SDM was informed of the process to initiate complaints and the home's policy to promote zero tolerance of abuse and neglect.

DIRECT CARE STAFF

PSW and others as applicable

- Discuss home’s process for mandatory reporting/process for dealing with complaints, training provided, and their responsibilities.
- Discuss specific incident/complaint.

REGISTERED STAFF AND MEDICAL PERSONNEL

- Discuss home’s process for mandatory reporting/process for dealing with complaints, training provided, and their responsibilities.
- Discuss specific incident/complaint.

MANAGEMENT

Director of Care, Administrator/Delegate

- Discuss home’s process for mandatory reporting/process for dealing with complaints, training provided, and their responsibilities.
- Confirm who is responsible to initiate and complete reports of a critical incident or report of a complaint to the MLTC’s Director.
- Discuss specific incident/complaint.
- Discuss any concerns that has been identified.

OTHER

Complainant

- Review complaint report as per policy, confirm concerns, and update intake as applicable.

OTHER RECORD REVIEW

- Relevant policies and procedures.
- Admission information package.
- Communication tools, e.g., shift reports, physician book
- Video or other visual or audio recordings

- Training records

FOR FURTHER GUIDANCE

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