

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, accommodation type
- Date of birth, date of admission, date of discharge (if applicable)
- 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)

PLAN OF CARE

- Plan of care is based on assessments, specific to the inspection
- Interventions are in place to meet the resident care needs
- Resident and/or POA/SDM are given opportunity to be involved in the development and implementation of the plan of care
- Resident and/or POA/SDM are given an explanation of the plan of care

PROGRESS NOTES

- Misuse and/or misappropriation of funds (non-allowable charges)
- Interventions are in place to meet the resident care needs

OTHER

- Census records (accommodations)

OBSERVATIONS

- Resident's accommodations, e.g., room, bathroom access
- Provision of care, services or supplies, specific to the inspection

INTERVIEWS

RESIDENT/FAMILY/SDM

- Engage the resident in a discussion related to the issue being inspected.
-

DIRECT CARE STAFF

PSW and others as applicable

- Explore the staff person's knowledge of the issue to be inspected.
 - Discuss their action taken in response, as needed.
-

REGISTERED STAFF AND MEDICAL PERSONNEL

- Explore the staff person's knowledge of the issue to be inspected.
 - Discuss their action taken in response, as needed.
-

OTHER STAFF

Financial, Administrative Staff

- Discuss charges for goods, services and accommodation. Explore non-allowable charges, as needed.
 - Ensure that a trust account has been established, as required.
 - Discuss the written policies and procedures for the management of trust accounts.
 - Explore the staff person's knowledge of the issue to be inspected.
 - Discuss their action taken in response to the issue, as needed.
 - Discuss the legislative areas of concerns, if identified.
-

MANAGEMENT

Administrator/Delegate

- Discuss the legislative areas of concerns, if identified.
- Explore how the resident(s) are protected from financial abuse.

- Explore the actions required to be taken by staff and managers when there are reasonable grounds to suspect financial abuse, e.g., reporting, investigation, and appropriate action.

OTHER RECORD REVIEW

- Admissions package provided to the resident
- Regulated documents, e.g., accommodation agreements, service agreements, and directive for treatment
- Statement of charges, e.g., accommodation, care and services, and/or trust account
- Policies and program relevant to the item being inspected
- Where needed, 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

FOR FURTHER GUIDANCE

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