

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.

RECORD REVIEW (ELECTRONIC AND HARD COPY)

- Residents' and Family Council meeting minutes (last 3 meetings/3 months)
 (Seek permission to review Family Council Meeting Minutes)
- Concerns/recommendations from the Councils are responded to in writing within 10 days of receipt
- Any unresolved issues

OBSERVATIONS

- Residents' and Family Council meeting minutes are posted in the home.
- Residents' and Family Council meetings are advertised

INTERVIEWS

PRESIDENT OF RESIDENTS' COUNCIL

If not available, conduct the interview with another member of the Council Leadership Team, they may invite up to two other members of the Council Leadership Team to participate in the interview.

- Discuss Resident's Council and its function in the home, any concerns
- Verify if residents are encouraged to attend meetings
- Concerns are addressed in a timely manner, i.e., any outstanding concerns.
- Licensee (or designate) attends meetings when invited
- Appointed assistant is acceptable to the Council
- Determine if the licensee (or anyone) has ever interfered with a meeting
- Council assists in developing the satisfaction survey, results are shared

PRESIDENT OF FAMILY COUNCIL

If there is no President available, an active Council member is interviewed.

- Discuss Family Council and its function in the home
- Concerns are addressed in a timely manner, i.e., any outstanding concerns
- Licensee (or designate) attends meetings when invited
- Appointed assistant to the Council is acceptable
- Determine if the licensee (or anyone) has ever interfered with a meeting
- Council assists in developing the satisfaction survey, results are shared

STAFF

Residents' and Family Councils Assistant, if applicable

- If concerns are raised; interview staff based on those concerns

MANAGEMENT

Director of Care, Administrator/Delegate

- Discuss Family Council and its function in the home (if not active steps taken to form a Family Council)
- Determine how often the licensee consults with the Councils
- Process for resolving concerns, responding to recommendations
- Results of satisfaction survey are shared with Resident's and Family Councils

OTHER RECORD REVIEW

- Policies and program relevant to Residents' and Family Councils

FOR FURTHER GUIDANCE

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