

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

If there is a resident concern related to staffing and care needs, then include:

- 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

RECORD REVIEW (ELECTRONIC AND HARD COPY)

- Staffing and contingency plan and staffing schedules.
- Orientation, training, and re-training records.
- Mandatory training records.
- Plan of care based on individual resident care needs, interventions are implemented and documented.
- Relevant policies and procedures.
- General programs requirements and evaluations as required.
- Staff qualifications.
- Audio/Video recordings, as applicable.

OBSERVATIONS

- Staff interactions with the residents.
- Care provided as per plan of care in a timely manner.
- Observations specific to the concern or inspection item.

INTERVIEWS

RESIDENT/FAMILY/SDM

- Awareness of the Residents' Bill of Rights.
 - Review resident's feedback if the staff can meet their daily care needs, e.g., needs, wishes, and timely manner.
 - Discuss if resident was offered to be a part of resident council/family council and if any concerns noted.
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STAFF

PSW, RPN, RN, and other staff as applicable

- Determine staff knowledge about the Residents' Bill of Rights and the home's mission statement.
 - Confirm that the staff received orientation, training and re-training as required.
 - Discuss accessibility to the plan of care for individual residents.
 - Explore how staff monitor and respond to the effectiveness of interventions in place.
 - Discuss how staff handle complaints from the residents and how can they escalate issues brought forward by the residents.
 - Discuss collaboration among staff to deliver resident care needs.
 - Confirm staffing and contingency plan.
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VOLUNTEERS

- Confirm that the volunteering staff received the orientation and training as required.

MANAGEMENT

Director of Care, other managers and Administrator/Delegate

- Discuss the organized programs for nursing, personal support and medical services, and ensure that the home can accommodate staffing and contingency plan as required.
- Confirm staff qualification and availability for Physicians, NP, Administrator, and Director of Nursing and Personal Care.
- Confirm that the staff have received orientation, training, and re-training as required.
- Review of additional volunteer trainings.
- Discuss specific related concerns or inspection items.

FOR FURTHER GUIDANCE

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