



RESIDENTIAL CARE INSPECTION CHECKLIST

ROUTINE INSPECTION (based on RCR 225/2009)

Community Care Facilities Licensing Program

Inspection Complete

Facility Name

Client Profile

Inspection Report #

Date (dd / mmm / yyyy)

Relevant Information

This inspection checklist form is intended to assist Licensing staff during their inspections and is not part of the formal inspection report. Facility operators could also use this worksheet as a "basic" self-inspection tool.

*****IMPORTANT: Items in white boxes must be reviewed by Licensing Staff during Routine Inspections. Shaded boxes are optional during Routine Inspections*****

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
LICENSING							
	Licensee must operate the community care facility in a manner that will promote the health, safety & dignity of persons in care	CCALA 7(1)(b)(i)					
3000	Cite for observed non-compliance with Physical Plant						
3010	Cite for observed non-compliance with Staffing						
3020	Cite for observed non-compliance with Policies & Procedures						
3030	Cite for observed non-compliance with Care & Supervision [If Resident/substitute decision maker required to sign advance directives for admission/continued residence, is a contravention to CCALA 7(1)(b)(i)]						
3040	Cite for observed non-compliance with Medications						
3060	Cite for observed non-compliance with Hygiene & Communicable Disease Control						
3050	Cite for observed non-compliance with Nutrition & Food Service						
3070	Cite for observed non-compliance with Records & Reporting						
3080	Cite for observed non-compliance with terms & conditions on Licence (e.g. service type, maximum capacity, conditions on licence), conditions attached to an exemption, corrective action to be taken following an investigation, not following approved health & safety plan. Provide details re: what was the term/condition, corrective action to be taken, health & safety plan that was supposed to be followed, what was observed, etc.						
3090	Cite for non-compliance with Programming						
3000	Licensee must operate the facility in a manner that will promote in the case of adult persons in care, the rights of those persons in care	CCALA 7(1)(b)(ii)					
3010							
3020							
3030							
3040							
3050							
3060							
3070							
3080	MHO immediately notified of changes to original application	8(1)					
3080	No structural changes initiated/completed without the plans for change submitted to MHO	8(2)(a)(i)					
3080	No structural changes initiated/completed without required health and safety plan to MHO	8(2)(a)(ii)					
3080	No structural changes initiated/completed without written approval from MHO	8(2)(b)					
3080	MHO notified of manager resignation/absence of >30 days	8(3)(a)					
3080	Hired a manager/used a hiring process with written approval from MHO	8(3)(b)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3080	Operation temporarily/permanently suspended with 1 year's written notice to: a medical health officer; persons in care; contact persons of the persons in care; parents or representatives of the persons in care	9(1)(a) 9(1)(b) 9(1)(c) 9(1)(d)					
3080	Accommodation/services provided reduced/expanded/ substantially changed with 120 days written notice to: a medical health officer; persons in care; contact persons of the persons in care; parents or representatives of the persons in care	9(2)(a)(i) 9(2)(a)(ii) 9(2)(a)(iii) 9(2)(a)(iv)					
3080	Accommodation/services provided reduced/expanded/ substantially changed with written approval from MHO	9(2)(b)					
3080	CCF sold/leased/control transferred to another with either, at least 120 days given written notice to the following: a medical health officer; persons in care; contact persons of the persons in care; parents or representatives of the persons in care	9(3)(a)(i) 9(3)(a)(ii) 9(3)(a)(iii) 9(3)(a)(iv)					
3080	Informed by MHO that notice to sell/lease/transfer CCF: need not be in writing, or may be given less than 120 days before the sale, lease or transfer	9(3)(a)(v) 9(3)(a)(vi)					
3080	MHO satisfied that intended purchaser/leasee/transferee will continue operation of CCF for at least 12 mos. from date of sale/lease/transfer	9(3)(b)(i)					
3080	Intended purchaser/leasee/transferee has applied/is qualified to be licensee	9(3)(b)(ii)					
3080	Long Term Care facility operating with liability insurance	10					
3080	Licence, terms/conditions, and name of manager displayed (N/A to CYR, CL facilities, or facilities where owner/agent of owner lives)	11(1)(a)					
3080	Most recent routine inspection record displayed (N/A to CYR, CL facilities, or facilities where owner/agent of owner lives)	11(1)(b)					
3080	Type of care identified in advertising/when offered to public	11(3)					
3080	MHO not obstructed during an inspection/investigation	12(1)(a)					
3080	Relevant records/information required by MHO not withheld/ concealed/destroyed during an inspection/investigation	12(1)(b)					
3080	Requested health and safety plan for facility submitted to MHO	12(2)					
3080	Licensee must display the rights of adult persons in care in a prominent place in the facility	CCALA 7(1)(c.1)(i)					
3080	Licensee must display the rights of adult persons in care in a form & in the manner acceptable to the minister	CCALA 7(1)(c.1)(ii)					
3080	Licensee must make the rights of adult persons in care known, orally & in writing, to persons in care & their families & representatives	CCALA 7(1)(c.2)					
PHYSICAL FACILITY (indoor & outdoor areas) The following sections apply to All Facilities (including transitioned facilities i.e. facilities licensed prior to August 1, 2000)							
3000	Sufficient/adequate directional signs/information	13					
3000	All areas accessible to all persons in care	14(1)					
3000	Controls for signaling devices/lights/elevators accessible/easy to use	14(3)					
3000	Windows secured in a manner to prevent falls or exits from (does not apply to emergency exit windows)	15(1)					
3000	Bedroom/bathroom/common room temperatures safe & comfortable	16(1)					
3000	Bedroom/bathroom/common room lit sufficiently for use of room Bedroom/bathroom/common room lit sufficiently to protect health and safety	16(2)(a) 16(2)(b)					
3000	Private use bedroom/bathroom/common room lighting/temperature meets individual's needs/preferences	16(3)					
3000	Hot water temperature does not exceed 49 degrees Celsius	17					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3000	Telephone has a private line Telephone has adaptations Telephone is accessible	18(a) 18(b) 18(c)					
3000	Monitoring system/signaling device is appropriate to needs Monitoring system/signaling identifies location Monitoring system/signaling device signals need for immediate assistance	19(1)(a) 19(1)(b) 19(1)(c)					
3000	Communication devices/other means of communication appropriate	19(2)(a)					
3000	Communication devices/other means of communication enable communication of needs	19(2)(b)					
3000	Communication devices/other means of communication enable employees to communicate with each other	19(2)(c)					
3000	Notice posted re: electronic surveillance in use	19(3)					
3000	Furniture/equipment meets needs Furniture/equipment is compatible with health/safety/dignity Furniture/equipment maintained in good state of repair Furniture/equipment maintained in safe/clean condition	21(a) 21(b) 21(c) 21(d)					
3000	All rooms/common areas well ventilated All rooms/common areas maintained in good state of repair All rooms/common areas maintained in safe/clean condition	22(1)(a) 22(1)(b) 22(1)(c)					
3000	Emergency exits not obstructed/secured in manner to hinder exit	22(2)					
3000	All rooms/common areas, emergency exits, equipment, and monitoring/signaling devices inspected/maintained on regular basis	22(3)					
3000	Only persons in care smoking or vaping on premises Employees do not smoke or vape while supervising persons in care Persons in care supervised while smoking or vaping if necessary	23(1)(a) 23(1)(b) 23(1)(c)					
3000	Weapons not permitted on premises	24					
3000	Each person in care has separate bedroom	25(1)					
3000	Double occupancy bedrooms screened for privacy/dignity Measures in place to protect health/safety/personal comfort/dignity Plan made for transfers to separate bedrooms on request	25(2)(b) 25(2)(c) 25(2)(d)					
3000	No children/youth over 6 years old sharing bedroom with opposite gender	25(3)					
3000	Bedroom meets needs/provides health/safety/dignity	26(1)					
3000	Bedroom directly accessible from hallway without passing through any other room	26(2)					
3000	Entrance to room lockable from inside when appropriate	26(3)					
3000	Locked entrance to room can be unlocked from outside in emergency	26(4)					
3000	Each bedroom has window providing natural light with window coverings to block light/protect privacy	28(1)					
3000	Safe/secure place for storage of valuable property without cost	29(1)(a)					
3000	Closet/wardrobe cabinet of at least 0.5 m ² without cost	29(1)(b)					
3000	Persons in care permitted to bring into/keep/display in bedroom any furniture/ornaments/personal possessions	29(2)					
3000	Locked bathroom door can be opened from outside in emergency Slip resistant material on bottom of bathtub/shower Convenient/secure grab bars beside toilet/bathtub/shower Necessary equipment in bathrooms to protect health/safety/dignity	30(a) 30(b) 30(c) 30(d)					
3000	Sufficient seating in dining room Sufficient tables for persons in wheelchairs	33(a) 33(c)					
3000	Lounge/recreational areas accessible at all times	34(3)					
3000	Administrative/staff work area appropriately furnished/equipped	35(1)(a)					
3000	Safe/secure storage locations for medications/records	35(1)(b)					
3000	Safe/secure/adequate storage areas for cleaning agents/chemical products/hazardous materials	35(1)(c)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3000	Separate utility areas for clean and soiled clothes/bedding/other articles	35(1)(d)					
3000	Slip resistant material on floor of laundry area used by persons in care Laundry area inaccessible to persons in care where appropriate	35(2)(a) 35(2)(b)					
3000	Outside activity area has comfortable seating*	36(1)(c)					
3000	Outside activity area secured by fence/other means if necessary	36(2)					
PHYSICAL FACILITY (indoor & outdoor areas) The following sections apply to all facilities except "transitioned facilities" (i.e. Facilities licensed prior to August 1, 2000 – unless structural renovation/additions present . This should be noted in introductory text.)							
3000	Hallways in LTC facility at least 1.83 m wide *	14(2)					
3000	Interconnected smoke alarms (<7 persons in care)*	20(a)					
3000	Sprinklers conforming to BC Building Code (<7 persons in care)*	20(b)					
3000	Emergency lighting for hallways and stairs (<7 persons in care)*	20(c)					
3000	Fewer than 5% of bedrooms double occupancy*	25(2)(a)					
3000	Single occupancy bedroom for mobile person has floor space of 8 m ² * Single occupancy bedroom for person with mobility aid has floor space of 11 m ² * Double occupancy bedroom for mobile persons has floor space of 14 m ² * Double occupancy bedroom for persons with mobility aids has floor space of 18 m ² *	27(1)(a) 27(1)(b) 27(1)(c) 27(1)(d)					
3000	Usable floor space in bedrooms does not include entrance/ swing of entrance door/closets/wardrobe cabinets/ fixed furniture/bathroom*	27(2)					
3000	Window can be opened easily unless unsuitable to health/safety/ dignity* Window can be opened easily unless air conditioning/ mechanical ventilation system*	28(2)(a) 28(2)(b)					
3000	Window provides visibility to outside for non-ambulatory person in care*	28(3)					
3000	One washbasin and toilet for every 3 persons in care (not LTC)*	31(a)					
3000	One tub/shower for every 4 persons in care (not LTC)*	31(b)					
3000	LTC – Sufficient bathing facilities on floor/in wing*	32(a)					
	PIC on floor/in wing	Bathing facilities on floor/in wing	PIC on floor/in wing	Bathing facilities on floor/in wing			
	3-6	1	41-60	4			
	7-25	2	61-75	5			
	26-40	3					
3000	LTC – Washbasin/toilet next to dining/lounge/recreational area appropriate to needs*	32(b)					
3000	LTC – Washbasin/toilet for exclusive use of bedroom occupants*	32(c)					
3000	Dining room provides at least 2 m ² usable floor space for each person in care*	33(b)					
3000	Lounge facilities comfortably furnished/at least 2 m ² usable floor space for each person in care (not LTC)*	34(1)					
3000	LTC – Lounge facilities comfortably furnished/at least 1.5 m ² * LTC – Recreational areas not comfortably furnished/suitably equipped/at least 1 m ² usable floor space for each person in care*	34(2)(a) 34(2)(b)					
3000	Outside activity area provides 1.5m ² for each person in care* Outside activity area has a surfaced patio area, including a reasonable amount of shelter from sun & inclement weather*	36(1)(a) 36(1)(b)					
STAFFING							
3010	Licensee must employ only persons of good character who meet standards for employees specified in the regulations	CCALA 7(1)(a)					
3010	Licensee must appoint a manager for the facility	CCALA 7(1)(d)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3010	CRC obtained for employees (as per CRRA)	37(1)(a)					
3070	Employee criminal record check results kept	86(a)					
3010	Character references obtained for employees	37(1)(b)					
3070	Employee character references kept	86(b)					
3010	Record of work history obtained for employees	37(1)(c)					
3010	Copies of diplomas/certificates/evidence of training/skills obtained for employees	37(1)(d)					
3010	Evidence of compliance with Province's immunization and TB control programs obtained for employees	37(1)(e)					
3070	Record kept of evidence of employee compliance with Province's immunization/ Tb control programs	86(c)					
3010	Employee/manager is of good character Employee/manager has personality/ability/temperament necessary to manage/work with persons in care Employee/manager has training/experience/demonstrates skills necessary to carry out duties assigned	37(2)(a) 37(2)(b) 37(2)(c)					
3010	Criminal record check for volunteer who does not provide care to persons or supervise persons	37(3)(a)					
3010	Character references for volunteer who does not provide care to persons or supervise persons	37(3)(b)					
3010	Evidence of compliance with Province's immunization and TB control programs obtained for volunteer who does not provide care to persons or supervise persons	37(3)(c)					
3010	No persons > 12 years ordinarily present at a Child/Youth Residential facility unless of good character/have a CRC (under CRRA)	38					
3060	No continued employment of an employee without evidence of continued compliance with Province's immunization/TB control program	39(1)					
3010	Regular employee performance reviews completed to ensure they continue to meet requirements of RCR	40(1)(a)					
3070	Records kept of any employee performance reviews made/attendance at continuing education	86(d)					
3010	Regular employee performance reviews completed to ensure they demonstrate competence for duties assigned	40(1)(b)					
3010	No employees carrying out duties without necessary training/experience/demonstrated competency	40(3)					
3010	Adult employee designated to act as manager during manager's temporary absences	41(1)					
3010	Qualified employee designated to supervise employees providing care Qualified employee designated to coordinate/monitor care Qualified employee designated to manage unusual situations /emergencies	41(2)(a) 41(2)(b) 41(2)(c)					
3010	Employees on duty sufficient in numbers/training/experience/ organized in an appropriate pattern to meet needs of persons in care	42(1)(a)					
3010	Employees on duty sufficient in numbers/training/experience/ organized in an appropriate pattern to assist persons in care with the activities of daily living, including eating, moving about, dressing and grooming, bathing and other forms of personal hygiene, in a manner consistent with the health, safety and dignity of persons in care	42(1)(b)					
3010	Persons in care appropriately supervised when outside of CCF	42(2)					
3010	Employees on duty who can communicate effectively with persons in care	42(3)					
3010	Immediate access to an employee with valid first aid/CPR from a course that meets requirements of Schedule C	43(1)(a)					
3010	Immediate access to an employee knowledgeable respecting each person in care's medical condition	43(1)(b)					
3010	Immediate access to an employee capable of effectively communicating with emergency personnel	43(1)(c)					
3010	First aid supplies readily accessible to all employees	43(2)					
3010	Qualified employee designated to organize/supervise physical/ social/recreational activities (N/A for Hospice)	45(a)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3010	Sufficient time given to designated employee to carry out physical/social/recreational activities (N/A for Hospice)	45(b)					
3010	Sufficient time provided for persons in care to participate in physical, social and recreational activities (N/A for Hospice)	45(c)					
3010	Licensee must receive training in the administration of Naloxone from a qualified health care professional, and must ensure that their staff also receive appropriate training to administer Naloxone and to provide first aid appropriate to the situation.	DOLSOP Prevent Overdose Deaths Licensee Training					
3010	Staff administer Naloxone and provide first-aid appropriate to the situation.	DOLSOP Prevent Overdose Deaths Administra tion/Provide First Aid					
3010	Ensure that trained staff are available to administer Naloxone to persons in care when persons in care are on the premises of the licensed facility or away from the premises and remain under the care of facility staff.	DOLSOP Prevent Overdose Deaths Staff Trained					
CARE & SUPERVISION – OPERATIONS							
3030	Persons accommodated receiving safe/adequate care	46(1)					
3080	Type of care provided is that specified on licence	46(2)(a)					
3080	Accommodating number of persons in care in keeping with maximum number specified on licence	46(2)(b)					
3080	Care not provided to persons less than 19 years of age in adult facility without approved exemption	46(2)(c)					
3030	Admission screening in place	47(1)					
3030	Admission screening considers employee training/experience/number of staff/patterns of coverage	47(2)(a)					
3030	Admission screening considers design of facility/construction/equipment	47(2)(b)					
3030	Admission screening considers needs of person/needs identified in care plan	47(2)(c)					
3030	Admission screening considers health/safety/dignity of others in care	47(2)(d)					
3030	Admission screening considers criteria set by/advice/information from funding	47(2)(e)					
3020	Person/parent/representative advised of all charges/fees/other payments for accommodation/other services offered	48(1)(a)					
3020	Person/parent/representative advised of policies re: expressing concerns/making complaints/resolving disputes	48(1)(b)					
3020	Person/parent/representative advised of how to express concerns/ make complaints to MHO	48(1)(c)(i)					
3020	Person/parent/representative advised of how to express concerns/ make complaints to Patient Care Quality Review Board	48(1)(c)(ii)					
3020	Advice/information communicated to person/parent/representative appropriate to their skills/abilities	48(2)					
3060	All persons admitted comply with Province's immunization /TB control programs	49(1)					
3030	Risk of missing/wandering assessed on admission	49(3)					
3030	Health/safety monitored regularly	50(1)					
3030	Person not sent to hospital without direction by medical/nurse practitioner	50(2)(a)					
3030	Person on leave under the <i>Mental Health Act</i> not transferred to another facility without consent of person/parent/representative	50(2)(b)					
3020	Emergency plan/procedures to prepare for/mitigate/respond to/ recover from/evacuate from any emergency present	51(1)(a)					
3020	Plan setting out continued provision of care in emergency present	51(1)(b)					
3020	Emergency plans updated if any change in facility	51(2)					
3010	Employees trained in implementation of emergency plan/use of any emergency equipment	51(3)					
3020	Emergency plan displayed prominently	51(4)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3000	All employees have access to reliable communications equipment	51(5)					
3030	Persons in care not subjected to financial/emotional/ physical/ sexual abuse or neglect – defined in Schedule D	52(1)(a)					**IMPORTANT: If unable to assess at time of inspection, choose NAS**
3030	Licensesee must ensure respect for personal privacy of all persons in care, including privacy of each person's bedroom, belongings, & storage area	53					**IMPORTANT: If unable to assess at time of inspection, choose NAS**
3090	Ongoing planned program of physical/social/recreational activities suitable to needs (N/A to Hospice)	55(1)(a)(i)					
3090	Ongoing planned program of physical/social/recreational activities designed to meet care plan objectives (N/A to Hospice)	55(1)(a)(ii)					
3090	Persons encouraged to participate in program of activities	55(1)(b)(i)					
3090	Persons encouraged to take advantage of community physical/ social/recreational activities	55(1)(b)(ii)					
3090	Events beyond regular program of physical/social/ recreational activities offered	55(2)(a)					
3090	Costs charged to participants in events beyond regular program of physical/social/recreational activities	55(2)(b)					
3090	Sufficient quantity/variety of supplies/materials/equipment for regular program of activities without charge	55(3)(a)					
3090	Supplies/materials/equipment for regular program of activities readily accessible/safe for use	55(3)(b)					
3030	Written documentation (name, facility name, emergency contact) in possession of persons who are off-site (not required for CYR)	56(1)					
3030	Persons likely to leave facility without notifying staff fitted with identifying bracelet/other means that cannot be removed easily	56(3)(a)					
3030	Persons incapable of identifying themselves fitted with identifying bracelet/other means that cannot be removed easily	56(3)(b)					
3030	Parent/representative has reasonable access to person in care	57(1)					
3030	Persons in care allowed to receive visitors of choice at any time	57(2)(a)					
3030	Persons in care allowed to communicate privately with visitors	57(2)(b)					
3030	Persons not allowed access to a person in care via court order/order issued under enactment restricted/prohibited from access	57(3)					
3030	Person in care not released to someone besides a parent/ representative/authorized person	58(1)(a)					
3030	Person in care not removed from facility by someone besides a parent/representative/authorized person	58(1)(b)					
3030	At least an annual opportunity for persons/parents/ representatives/family members/contact persons to establish councils/organizations to represent interests	59(a)					
3030	At least an annual opportunity for councils/groups to meet with licensee to promote collective/individual interests	59(b)(i)					
3030	At least an annual opportunity for councils/groups to meet with licensee to involve persons in care decision making on matters affecting day to day living	59(b)(ii)					
3020	Fair/prompt/effective process established for expression of concerns/ complaints/dispute resolution	60(a)					
3020	No retaliation against persons in care resulting from expression of concerns/complaints/dispute resolution	60(b)					
3020	All complaints/concerns/disputes responded to promptly	60(c)					
3080	Regular self-monitoring of physical environment/care and services provided to ensure compliance with legislation	61					
3070	Issues re: end of life planning & advance directives may be discussed and documented during care plan development	DOLSOP End of Life					
3030	Resident/substitute decision maker not required to sign advance directives/levels of intervention documents on admission/as requirement for continued residence at facility*	DOLSOP Sign Advance Directives					
3030	Restraint used necessary to protect person in care/ others from serious physical harm	73(1)(a)					
3030	Restraint used is as minimal as possible (nature and duration)	73(1)(b)					
3030	Safety and physical and emotional dignity monitored	73(1)(c)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
	throughout use of restraint or assessed afterwards						
3030	All alternatives to use of restraint considered or implemented and rejected	73(2)(a)					
3030	Employees have received training in alternatives to use of restraint/determining when alternatives are appropriate/use and monitoring of restraints	73(2)(b)(i)					
3030	Employees administering restraint follow any instructions in care plan re: use of restraints	73(2)(b)(ii)					
3030	Use of restraint/its type/duration for use documented in care plan	73(2)(c)					
3030	Person restrained provided information/advice appropriately re: use of restraint following use of emergency restraint	73(3)(a)(i)					
3030	Persons who witnessed use of restraint provided information/advice appropriately re: use of restraint following use of emergency restraint	73(3)(a)(ii)					
3030	Employees involved in use of restraint provided information/advice appropriately re: use of restraint following use of emergency restraint	73(3)(a)(iii)					
3030	Information or advice given re: use of restraint following use of emergency restraint not documented in care plan	73(3)(b)					
3020	Restraint provided if the restraint is necessary to protect from imminent serious physical harm,	74(1)(a)					
3020	Restraint used with written agreement of person in care/parent/ representative/relative closest to and actively involved in person in care's life	74(1)(b)(i)					
3030	Agreement in Writing to the Use of Restraints	DOLSOP Restraint Use					
3020	Restraint used with written agreement of medical/nurse practitioner	74(1)(b)(ii)					
3030	Person in care not restrained for punishment/discipline	74(2)(a)					
3030	Person in care not restrained for convenience of employees	74(2)(b)					
3030	Reassessment for need for restraint within 24 hours of first use of restraint	75(1)					
3020	Written agreement obtained for continued use of emergency restraint for >24 hours by person in care/parent/representative/ relative closest to and actively involved in person in care's life	75(2)(a)(i)					
3020	Written agreement obtained for continued use of emergency restraint for >24 hours by medical/nurse practitioner	75(2)(a)(ii)					
3020	Use of emergency restraint for >24 hours continues provided that <ul style="list-style-type: none"> alternatives are considered/implemented and rejected; employees have received training in alternatives to use of restraint/determining when alternatives are appropriate/use and monitoring of restraints; and employees follow any instructions in care plan re: use of restraints; and restraint use/type/duration is documented in care plan 	75(2)(b)					
3030	The need for approved restraint administered for >24 hours is reassessed as at time specified in care plan	75(3)(a)(i)					
3030	The need for approved restraint administered for >24 hours is reassessed at time specified by persons who agreed to its use	75(3)(a)(ii)					
3030	Consultation occurs with persons who agreed with use of restraint when approved restraint administered for >24 hours	75(3)(b)					
3030	Operators must ensure that when Naloxone is administered first aid, including artificial respiration is provided, and that 911 is called immediately.	DOLSOP Prevent Overdose Deaths First Aid/Artificial Respiration /911					
POLICIES & PROCEDURES							
3020	Licensee must, at the time of prepayment for cost of services, deliver a written statement setting out terms & conditions on which a refund of all or any of prepayment will be made	CCALA 19					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3070	A licensee must keep a copy of the written statement, referred to in Section 19 of the Act, that the licensee delivers to persons who prepay part of the cost of services	85.1(2)(a)					
3070	A licensee must keep a current record of each person to whom the written statement is delivered in accordance with that section	85.1(2)(b)					
3020	Written policies and procedures related to care and supervision	85(1)(a)					
3020	Policies and procedures reviewed at least once each year/revised as necessary	85(1)(b)					
3020	Policies and procedures available to employees at all times	85(1)(c)(i)					
3020	Policies and procedures available to MHO on request	85(1)(c)(ii)					
3020	Policies and procedures available to person in care on request	85(1)(c)(ii.1)					
3020	Policies and procedures available to parent/representative on request	85(1)(c)(iii)					
3020	Policy implementation by employees ensured	85(1)(d)					
3020	LTC – Written fall prevention policies and procedures re: an assessment of nature of risks that may result in falling in facility	85(2)(a)(i)					
3020	LTC – Written fall prevention policies and procedures re: plans for preventing falls	85(2)(a)(ii)					
3020	LTC – Written fall prevention policies and procedures re: plans for responding to falls suffered (immediate care and subsequent prevention)	85(2)(a)(iii)					
3020	Written policies and procedures for orientation of new managers/employees	85(2)(b)					
3020	Written policies and procedures for continuing education of new managers/employees	85(2)(c)					
3020	Written policies and procedures outlining how persons in care/parents/representatives/contact persons may express concerns/make complaints/resolve disputes	85(2)(d)					
3020	Written policies and procedures re: access to persons in care by individuals who are not employees of facility	85(2)(e)					
3020	Written policies and procedures re: release of children/youths/ vulnerable adults by authorized persons who appear incapable of providing safe care	85(2)(f)(i)					
3020	Written policies and procedures re: responding to requests to release of children/youths/vulnerable adults by persons not authorized to do so	85(2)(f)(ii)					
3020	Written policies and procedures re: monitoring nutrition	85(2)(g)					
3020	Written policies and procedures re: monitoring of medication	85(2)(h)					
3020	Written policies and procedures re: use of emergency restraints	85(2)(i)					
3020	Written policies and procedures re: responding to reportable incidents	85(2)(j)					
3020	Written policies and procedures re: steps to be taken if a person leaves/may have left without notifying an employee	85(2)(k)					
3020	Written policies and procedures re: appropriate manner/schedule of record keeping	85(2)(l)					
3070	Copy kept of policies and procedures established by Medication Safety and Advisory Committee	85(3)					
3060	Written policies and procedures for facility outbreak prevention and control	DOLSOP Outbreak Policies					
HYGIENE & COMMUNICABLE DISEASE CONTROL							
3060	Program of instruction/assistance in maintaining health and hygiene established	54(1)					
3030	Assistance provided to obtain health services	54(2)(a)					
3030	Medical/nurse practitioner contacted in emergency	54(2)(b)					
3030	Yearly dental health exams encouraged	54(3)(a)					
3030	Daily assistance in maintenance of oral health provided	54(3)(b)(i)					
3030	Assistance in obtaining professional dental services provided	54(3)(b)(ii)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3030	Assistance in following dental treatment recommendations/orders made by dental health care professional	54(3)(b)(iii)					
RECORDS & REPORTING							
3070	Parent/representative/contact person notified immediately when person in care becomes ill/injured	76(1)					
3060	MHO notified within 24 hours of a reportable communicable disease as per Schedule A of the Health Act	76(2)					
3070	Parent/representative/contact person notified immediately when person in care involved in a reportable incident	77(2)(a)					
3070	Medical/nurse practitioner notified immediately when person in care involved in a reportable incident	77(2)(b)					
3070	MHO notified immediately when person in care involved in a reportable incident	77(2)(c)					
3070	Funding program notified immediately when person in care involved in a reportable incident	77(2)(d)					
3070	Hospice – need not report death of person in care if death/cause of death was expected	77(3)(a)					
3070	Parent/representative/contact person and medical/nurse practitioner notified immediately of an expected death in Hospice	77(3)(b)					
3070	MHO/funding program notified within 30 days following an expected death in Hospice	77(3)(c)					
3070	Licensee must ensure that a person in care in Child and Youth Residential advised of right to contact emergency services or the Helpline for Children,	24.1(2)(a)					
3070	Licensee must ensure that a person in care in Child and Youth Residential provided contact information for emergency services and the Helpline for Children,	24.1(2)(b)					
3070	Licensee must ensure that a person in care in Child and Youth Residential provided access to reliable communications equipment to contact emergency services or the Helpline for Children in a private setting.	24.1(2)(c)					
3070	Records on-site include name/sex/date of birth/medical insurance plan number/immunization record for persons in care	78(1)(a)					
3070	Records on-site include date of admission for persons in care	78(1)(b)					
3070	Licensee must keep, for each person in care in Child and Youth Residential a record that the information required under section 24.1 was provided to the person in care.	78(1.1)					
3060	Clear & up to date records of immunization status kept for each person in care	DOLSOP Immunization Records					
3060	Immunization status reviewed on admission & regularly thereafter for each person care	DOLSOP Review Immunization Status					
3060	Information re: benefits of immunization provided (including pneumococcal, annual influenza, tetanus-diphtheria, if appropriate)	DOLSOP Immunization Benefits					
3060	Pneumococcal immunization offered on admission, if not received previously	DOLSOP Pneumo on Admission					
3060	Care plan on admission includes reference to individual outbreak prevention and control policies	DOLSOP Care Plan					
3070	Records on-site include name & telephone number for parent/representative/contact person/primary health care provider	78(1)(c)					
3070	Records on-site include description/identification in an emergency for persons in care (i.e. photograph)	78(1)(d)					
3070	Records on-site include identification of any individuals restricted/prohibited by court order from access to persons in care	78(1)(e)(i)					
3070	Records on-site include identification of any individuals who may pose a risk to health/safety/dignity to persons in care	78(1)(e)(ii)					
3070	Record of written consent from person in care/parent/representative to call medical/nurse practitioner or ambulance	78(3)(a)					
3070	Children: Record of written consent from parent/representative to release child to someone other than child's parent	78(3)(b)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3070	Records on site include all money/valuables/other things held in trust/safekeeping for persons in care	79(1)(a)					
3070	Records on site include any disbursements made on behalf of persons in care	79(1)(b)					
3070	Records on site include any fees charged to hold/administer money/valuables/other things of persons in care	79(1)(c)(i)					
3070	Records on site include any fees charged to make disbursements on behalf of persons in care	79(1)(c)(ii)					
3070	Records on site include all money/valuables/other things held for persons in care that were returned	79(1)(d)					
3070	Receipts issued or obtained (as applicable) for items in trust/safekeeping, or disbursements made, or fees charged or items returned	79(2)					
3070	Short-term care plan developed on admission (brief, temporary)	80(1)					
3070	Short-term care plan includes required information	80(2)					
3070	Care plan made within 30 days of admission (comprehensive for stays longer than 30 days)	81(1)					
3030	Care plan developed with participation of person in care	81(2)(a)(i)					
3030	Care plan developed with participation of parent/representative	81(2)(a)(ii)					
3030	Care plan developed taking into account unique abilities, physical/social/emotional needs, cultural/spiritual preferences	81(2)(b)					
3030	Care plan includes plan to address medication/self-medication	81(3)(a)(i)					
3030	Care plan includes behavioural intervention	81(3)(a)(ii)					
3030	Care plan includes agreed upon restraint usage/type or nature/usage frequency	81(3)(a)(iii)					
3030	Care plan includes oral health care plan	81(3)(b)					
3030	Care plan includes nutrition plan that assesses nutrition status	81(3)(c)(i)					
3030	Care plan includes nutrition plan that specifies nutrition to be provided, including therapeutic diets	81(3)(c)(ii)					
3030	Care plan includes recreation/leisure plan	81(3)(d)					
3030	LTC – Fall prevention plan addressing assessment of risk of falling included in care plan for those prone to falling	81(3)(e)(i)					
3030	LTC – Fall prevention plan addressing prevention from falling included in care plan for those prone to falling	81(3)(e)(ii)					
3030	LTC – Fall prevention plan addressing follow-up to falls suffered included in care plan for those prone to falling	81(3)(e)(iii)					
3030	Care plan includes plans for preventing persons from leaving facility without notifying employees, if at risk	81(3)(f)(i)					
3030	Care plan includes plans for locating persons who have left facility without notifying employees	81(3)(f)(ii)					
3030	Children/Youth – Care plan includes special instructions provided in writing by parent	81(3)(g)					
3030	Care plan includes, if persons is released on leave/has been admitted under an enactment/court order, any condition/requirement under Mental Health Act/the enactment/the order	81(3)(h)					
3030	Regular monitoring of implementation of care plan	81(4)(a)					
3030	Review/modification of care plan if a substantial change in circumstances	81(4)(b)(i)					
3030	Review/modification of care plan at least once a year, if no substantial change in circumstances	81(4)(b)(ii)					
3030	Persons in care participate in review/modification of their care plan	81(4)(c)					
3030	Care provided consistent with terms/conditions in care plan	82					
3070	Record in care plan of type/nature of restraint	84(a)					
3070	Record in care plan of reason for use of restraint	84(b)					
3070	Record in care plan of alternatives to restraint considered which were implemented/rejected	84(c)					
3070	Record in care plan of duration of restraint and monitoring of person in care during restraint	84(d)					
3070	Record in care plan of result of any reassessment of use of restraint	84(e)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3070	Record in care plan employee compliance with: <ul style="list-style-type: none"> • Training in alternatives to restraint use • Following instructions re: use of restraints • Documentation of use of restraint • Information/advice provided to person restrained/persons who witnessed it/employees involved in use following use of restraint • Not using restraint for punishment/discipline/convenience 	84(f)					
3070	Records kept of minor accidents/illnesses/medication errors involving persons in care	88(a)					
3070	Records kept of unexpected events involving persons in care	88(b)					
3070	Records kept of reportable incidents involving persons in care	88(c)					
3070	Records kept of complaints made/concerns expressed to Licensee and responses made	89(1)					
3070	Records kept re: compliance with liability insurance requirements (LTC only)	89(2)(a)					
3070	Records kept re: compliance with family/resident council requirements	89(2)(b)					
3070	Records kept re: compliance with meeting individual nutrition needs/requirements	89(2)(c)					
3070	Records kept re: compliance with administration of medication requirements	89(2)(d)					
3070	Separate financial records for each facility maintained	90(1)					
3070	All required records kept current	91(1)(a)					
3070	All required records kept separately for each facility operated	91(1)(b)					
3070	Records for each person in care, re: money & valuables, short-term care plans, care plans for >30 day stays, policies & procedures, repayment records, records of minor & reportable incidents, records of complaints and compliance kept at facility	91(2)(a)					
3070	Off-site records kept in a reasonably accessible place	91(2)(b)					
3070	Records produced on demand of MHO	91(2)(c)					
3070	Records related to persons in care only accessible to employees	91(3)					
3070	All records (except original forms authorizing criminal record checks, employee records, records for persons in care, records of complaints) kept for at least one year	92(1)					
3010	Original forms authorizing criminal record checks kept for at least 5 years	92(2)					
3010	Criminal record check results, character references, work history records, copies of diplomas/certificates/evidence of training and skills, and evidence of compliance with Province's immunization/TB Control programs for employees kept as required	92(3)(a)					
3010	Criminal record check results and character references for those ordinarily present kept as required	92(3)(b)					
3070	Licensee reports any overdose requiring the administration of Naloxone as a reportable incident under the category of Poisoning	DOLSOP Prevent Overdose Deaths Incident Reporting					
3070	Records for each person in care kept for at least 2 years following discharge	92(5)					
3070	Records of complaints kept for at least 2 years	92(6)					
3070	Records/personal information of persons in care kept confidential	93					
3070	Section 70(1) must not be interpreted as a barrier to administering Naloxone to a person who is suffering from an opioid overdose. Naloxone may be administered to a person as per the facility's Naloxone Administration policy developed under the direction of the operator's Medication Safety and Advisory Committee and in collaboration with the facility physician, as Naloxone is no longer a prescription medication when used for an opioid overdose emergency	DOLSOP Prevent Overdose Deaths RCR 70(1)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
MEDICATIONS							
No code	Does facility have records for MSAC's: <ul style="list-style-type: none"> Meeting (every 6 mos. for facilities & 12 mos. for homes); Review of medication system (every 6 months); & Review of standing orders (annually) & contingency medications 		Other items discussed				
3040	Medication Safety & Advisory Committee (MSAC) appointed/ includes manager/designate	68(1)(a)					
3040	Medication Safety & Advisory Committee appointed/ includes supervising pharmacist	68(1)(b)					
3040	Medication Safety & Advisory Committee appointed/ includes health care provider supervising health care services	68(1)(c)					
3040	Supervising pharmacist serves on Medication Safety & Advisory Committee	68(2)(a)					
3040	Supervising pharmacist inspects medication storage areas	68(2)(b)					
3040	Supervising pharmacist consults with employees re: medication interactions/other medication related problems	68(2)(c)					
3020	Medication Safety & Advisory Committee establishes/reviews training/orientation programs for employees	68(3)(a)					
3020	Medication Safety & Advisory Committee policies/procedures re: safe & effective storage/handling/ administration of medications	68(3)(b)(i)					
3020	Medication Safety & Advisory Committee establishes/reviews policies/procedures re: immediate response to/reporting of medication errors/adverse reactions to medications	68(3)(b)(ii)					
3010	All employees comply with policies and procedures of Medication Safety & Advisory Committee	68(4)					
3040	Pharmacist packages all medications	69(1)(a)					
3040	Pharmacist records all medications on the Medication Administration Record (MAR)	69(1)(b)					
3040	Medications remain in original labeled container/package	69(2)					
3000	All medications safely/securely stored	69(3)(a)					
3000	Safe/secure area for storage of self-administered medications provided	69(3)(b)(i)					
3000	All self-administered medications stored in safe/secure area provided	69(3)(b)(ii)					
3040	Only medications prescribed/ordered by medical/nurse practitioner administered	70(1)					
3010	All employees who store/handle/administer medications are 19 or older	70(2)(a)					
3010	All employees who store/handle/administer medications have successfully completed a training program established by Medication Safety & Advisory Committee	70(2)(b)					
3040	Only employees administer medications	70(3)(a)					
3040	Appropriate arrangements made for administration of medications to persons in care absent from facility	70(3)(b)					
3040	Plan for self-administration of medication approved by Medication Safety & Advisory Committee and medical/ nurse practitioner	70(4)(a)					
3040	Plan for self-administration of medication included in care plan	70(4)(b)					
3070	Employees immediately document adverse reaction to medication on MAR	70(5)(a)					
3070	Employees immediately notify medical/nurse practitioner & dispensing pharmacy of adverse reaction to medication	70(5)(b)					
3040	Employees do not make handwritten changes for use of a medication on container/package	71(a)					
3070	Changes in directions for use of a medication made by a medical/nurse practitioner promptly recorded on the MAR	71(b)(i)					
3070	Dispensing pharmacy promptly notified of changes in directions for use of a medication	71(b)(ii)					
3040	Medications returned to dispensing pharmacy if person in care no longer taking them	72(a)					
3040	Medications returned to dispensing pharmacy if expired	72(b)					
3070	Medication administration records kept on-site showing all medication administered to persons in care	78(2)(a)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3070	Medication administration records kept on-site showing date/ amount/time medication administered	78(2)(b)					
3040	Licensees that provide care to persons who are at risk of an opioid drug overdose must obtain and maintain a supply of Naloxone and associated supplies for safe administration for emergency use in the event that a person in care suffers from a drug overdose.	DOLSOP Prevent Overdose Deaths Supply Available					
NUTRITION & FOOD SERVICE							
3030	Person in care not deprived of food/fluids as form of punishment	52(1)(b)					
3030	Food/fluids not used as reward	52(2)					
3070	Height & weight recorded on admission	49(2)					
3050	1-week menu in place for care of 6 weeks or less 4-week menu in place	62(1)(a) 62(1)(b)					
3050	Menu provides nutritious breakfast/lunch/dinner with at least 3 food groups daily	62(2)(a)					
3050	Menu provides at least 2 nutritious snacks with at least 2 food groups daily	62(2)(b)					
3050	Menu provides variety of foods in consideration of nutrition plan/ needs	62(2)(c)(i)					
3050	Menu provides variety of foods in consideration of food preferences/cultural background	62(2)(c)(ii)					
3050	Menu provides variety of foods in consideration of seasonal variations	62(2)(c)(iii)					
3050	Menu provides variety of foods in consideration of texture/colour/ food safety/taste/visual appeal	62(2)(c)(iv)					
3050	Menu provides for substitutions from same food group/ nutritional value	62(2)(d)					
3050	Food served follows menu/meets nutritional requirements	62(3)					
3000	Weekly menu displayed in LTC facility	62(4)					
3060	Food safely prepared/stored/served/handled	63(1)					
3050	Food prepared/served in manner consistent with preferences/ cultural background	63(2)					
3030	Meals provided in dining areas	63(3)(a)					
3030	Meals provided by temporary room tray service if necessary	63(3)(b)					
3030	Meals provided by ongoing room tray service if necessary Meals provided by ongoing room tray service if indicated in care plan Meals provided by ongoing room tray service if approved by medical/nurse practitioner Meals provided by ongoing room tray service if reassessed by medical/nurse practitioner or dietitian at least every 30 days	63(3)(c)(i) 63(3)(c)(ii) 63(3)(c)(iii) 63(3)(c)(iv)					
3030	Meals not provided by ongoing room tray service for convenience of employees	63(4)					
3030	Sufficient time/assistance provided for meals	63(5)					
3050	Breakfast available between 7 and 9 am (except CYR)	64(1)(a)					
3050	Lunch available between 11:45 am-1:00 pm (except CYR)	64(1)(b)					
3050	Dinner available after 5 pm (except CYR) 2 snacks – am or pm, & evening	64(1)(c)					
3050	Snacks provided at times to meet needs of persons in care	64(1)(d)					
3050	CYR – Meals and snacks provided at times to meet needs of persons in care	64(2)					
3050	Brunch on weekends/holidays provided if preferred	64(3)					
3050	Packed meal/snack provided to off-site persons in care without charge	64(4)					
3090	Persons in care encouraged to participate in menu planning/meal preparation/food service/related activities	65(1)					
3060	Adequate supervision provided to persons in care involved in food preparation/service	65(2)					
3050	Person in care receiving adequate food to meet needs	66(1)					
3050	Sufficient quantity/variation of fluids provided to meet needs/ preferences	66(2)					

Code	Item	RCR	Complies				Observations
			Yes	No	N/A	NAS	
3050	Required nutrition supplements provided Required tube feedings provided	67(1)(a) 67(1)(b)					
3050	Eating aids/assistance/supervision provided if required by person in care who has difficulty eating	67(1)(c)(i)					
3050	Eating aids/assistance/supervision provided if required by nutrition plan	67(1)(c) (ii)					
3030	Children not fed by means of propped bottle	67(2)					
3010	Employees responsible for preparation and delivery of food have necessary experience/competency/training Ongoing education re: preparation/delivery of food, nutrition, and assisted eating techniques for employees responsible for preparation/delivery of food	44(1)(a) 44(1)(b)					
3010	50 or more persons are in care – Food services manager employed who is a nutrition manager with membership in Canadian Society of Nutrition Management 50 or more persons are in care – Food services manager employed who is eligible to be a member of Canadian Society of Nutrition Management 50 or more persons are in care – Food services manager employed who is a dietitian	44(2)(a) 44(2)(b) 44(2)(c)					Under “Other Items Discussed”, ask for a copy of documentation of qualifications
3030	24 or fewer in care – Nutrition plans developed	83(1)(a)					
3030	24 or fewer in care – Reasonable steps taken to assess specific nutritional needs in nutrition plan including risk of being inadequately nourished because of <ul style="list-style-type: none"> • physical/mental condition, • history of eating issues, or • any other relevant factor 	83(1)(b)(i) 83(1)(b)(ii) 83(1)(b)(iii)					
3030	25 or more in care – Nutrition plans developed with assistance of dietitian	83(2)					
3030	24 or fewer in care – Nutrition plans reviewed on a regular basis	83(3)(a)					
3030	25 or more in care - Nutrition plan reviewed with a dietitian regularly	83(3)(b)					
3030	Nutrition plan reviewed with a dietitian if requested/ required by health care provider Nutrition plan reviewed with a dietitian if requested/ required by MHO Nutrition plan reviewed with a dietitian if requested/ required by funding program	83(3)(c)(i) 83(3)(c)(ii) 83(3)(c)(iii)					
3070	All persons in care weighed monthly (N/A for Hospice)	83(4)(a)					
3030	Immediate advice sought from health care provider following significant change in weight (N/A for Hospice)	83(4)(b)					
3070	Record of weights in nutrition plan (N/A for Hospice)	83(4)(c)					
3030	If refuses/unable to be weighed, reason why recorded	83(5)(a)					
3030	If refuses/unable to be weighed, immediate advice sought from health care provider when significant change in weight appears	83(5)(b)					
3070	Records kept of food services/nutrition care education/training programs attended by food services employees	87(d)					
3070	Records kept of food purchases Records kept of menus/menu substitutions Records kept of results of monitoring of food services/nutrition care	87(a) 87(b) 87(c)					
No code	If services of dietitian used, documents of registration reviewed or provided on request		Other items discussed				
No code	Accreditation completed/planned for when: _____		Other items discussed				
Note: DOLSOP = Director of Licensing’s Standards of Practice DOL = Director of Licensing HCP = health care professional PIC = persons in care CYR = Child/Youth Residential Care CL = Community Living Residential Care MSAAC = Medication Safety & Advisory Committee NP = nutrition plan CFG = Canada’s Food Guide to Health Eating N/A = Not applicable NAS = Not assessed today							