

Home-related – Triggered

Home Name: _____ Inspection Number: _____ (*hard copy use only*)
Date: _____
Inspector ID: _____

Definition / Description

Accommodation Services: These services include the housekeeping, maintenance and laundry programs in the home.

Housekeeping Service: The licensee must ensure that there is an organized program of housekeeping in the home; and that the home, furnishings and equipment are kept clean and sanitary. (LTCHA 15(1)(a) and 15(2)(a)).

Use

This IP is a home-related triggered task used to review housekeeping service during the annual inspection of the LTC home.

The inspector may also select and complete this IP when a concern(s) related to housekeeping services is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligations to ensure that housekeeping services has:

- Procedures developed and implemented
- Equipment and cleaning supplies readily available.

Note: There is transitional regulation related to this IP. Inspector(s) will identify any non-compliance related to the transitional regulations through Ad Hoc Notes. Reference to r. 92 (3)

Procedure

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains two (2) parts:

- Part A: Housekeeping services provided in the home
- Part B: Organized housekeeping program for the home

During the Annual Inspection:

1. Assigned inspector(s) will open and complete the triggered task, using one (1) IP only.
2. All questions in Part A must be completed unless not applicable.
3. If non-compliance is identified in Part A, inspector(s) will proceed to Part B and complete the applicable questions.
4. If there is no non-compliance identified in Part A, Part B is not required to be completed unless other

concerns related to housekeeping services have been identified.

5. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

PART A:
Housekeeping services provided in the home

Determine through observation, interview and record review whether housekeeping services in the home provide for:

- Seven days per week cleaning
- Cleaning of residents' bedrooms, common areas, and staff areas
- Cleaning of floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces.
- Cleaning and disinfecting of resident care equipment such as whirlpools, shower chairs, lift chairs, etc.
- Removal and safe disposal of dry and wet garbage
- A system to address offensive odours
- Sufficient and readily available housekeeping equipment and cleaning supplies for all staff
- A system to monitor the effectiveness of the housekeeping services including housekeeping routines and practices, and supervision of staff
- Follow-up on deviations and potential negative outcomes from the housekeeping services.

		Information Gathering	
		Housekeeping services in the home	
Notes			

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the home, furnishings and equipment are kept clean and sanitary?	s. 15 (2) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that procedures are developed and implemented for: <ul style="list-style-type: none"> (a) cleaning of the home, including, <ul style="list-style-type: none"> i. resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and ii. common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces? 	r. 87 (2) (a) (i) (ii)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that procedures are developed and implemented for cleaning and disinfection of resident care equipment using hospital grade disinfectant, according to manufacturer's specifications, such as: <ul style="list-style-type: none"> • whirlpools, • tubs, shower chairs, and lift chairs, • supplies and devices, including personal assistance services devices, assistive aids, and positioning aids, and • contact surfaces? 	r. 87 (2) (b)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home remove and safely dispose of dry and wet garbage?	r. 87 (2) (c)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home address incidents of lingering offensive odours?	r. 87 (2) (d)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there sufficient supply of housekeeping equipment and cleaning supplies readily available to staff at all times?	r. 87 (3)

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No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home provide housekeeping services 7 days per week?	r. 87 (1)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home have an organized preventive pest control program using the services of a licensed pest controller and are there records	r. 88 (1)

				indicating the dates of visits and actions taken?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is immediate action taken to deal with pests?	r. 88 (2)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the resident/SDM notified when the resident's personal aids or equipment are not in good working order or require repair?	r. 38 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee fully respected and promoted the residents' right to live in a safe and clean environment?	s. 3 (1) 5
Notes					

PART B
Organized housekeeping program for the home

Determine through record review and interview with the individual responsible for the development and monitoring of the housekeeping program, whether there is an organized program of housekeeping services for the home that provides:

- Policies and procedures for housekeeping services which are developed and implemented
- A written agreement with the service provider for housekeeping services (where applicable), which sets out service expectations
- A designated lead for the housekeeping services program, with specific education and experience in a managerial or supervisory capacity.

Information Gathering					
				Organized housekeeping program for the home	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is an organized program of housekeeping for the home?	s. 15 (1) (a)

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Kitchen and Food Services

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there are policies and procedures for the safe operation and cleaning of equipment related to: <ul style="list-style-type: none"> • the food production system • dining and snack service and that staff comply with these policies and procedures?	r. 72 (7) (a)

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No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for all the equipment related to: <ul style="list-style-type: none"> • the food production system • dining and snack areas and that staff comply with this schedule?	r. 72 (7) (b)

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No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for: <ul style="list-style-type: none"> • the food production areas • servery areas, and • dishwashing areas and that staff comply with this schedule?	r. 72 (7) (c)

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Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to Accommodation Services – Housekeeping, for example:

- Accommodation Services – Laundry
- Accommodation Services – Maintenance
- Continence Care and Bowel Management
- Critical Incident Response
- Dignity, Choice and Privacy

- Dining Observations
- Infection Prevention and Control
- Personal Support Services
- Quality Improvement
- Reporting and Complaints
- Safe and Secure Home
- Training and Orientation