

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 services in the home.
Laundry Services:	The licensee must ensure that there is an organized program of laundry services for the home to meet the linen and personal clothing needs of the residents; and that each resident's linen and personal clothing is collected, sorted, cleaned and delivered (LTCHA s.15(1) (b), 15(2)(b)).
Linens:	Linens include any linen used by the home for the residents in any program or service. This includes but is not limited to table cloths, clothing protectors (meal aprons), bed sheets (bottom and top), pillow cases, peri-care cloths, hand towels and bed pads. The legislation separately references face cloths and bath towels along with linens.
Sufficient supply:	In determining if the home has provided a sufficient supply of linens, it is necessary to determine that the residents are provided with quantities needed, whenever needed. Residents' needs can change on a daily basis and each home area may have a different level of supply
Labelled in a dignified manner:	Articles of clothing, which include footwear, are to be labelled in such a manner that the label is not conspicuous. Fabric labels are to be applied on the inside of the article. If markers are used instead of labels, the marker must not bleed through the material.

Use

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

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

The inspection focuses on the licensee's obligations to ensure that laundry service has:

- Procedures developed and implemented
- Sufficient supply of clean linen
- Linen maintained in a good state of repair, free from stains and odours.

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: Laundry services provided in the home
- Part B: Organized Laundry 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 laundry service have been identified.
5. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

PART A**Laundry services provided in the home**

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

- Laundering of residents' linens at least weekly
- Labelling of residents' personal items and clothing
- Collecting and sorting soiled clothing and delivering clean clothing
- A process for dealing with lost clothing and personal items
- Available and sufficient supply of clean linens, face cloths and bath towels

- Industrial washers and dryers for laundering of clothing and linens
- Residential washers and dryers accessible to residents/family for use.

Information Gathering
Laundry services provided in the home

Notes

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the residents' linen and personal clothing being collected, sorted, cleaned and delivered?	s. 15 (2) b

Notes

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the residents' linens changed at least once a week, and more often as needed?	r. 89 (1) (a) (i)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the residents' personal items and clothing labelled in a dignified manner within 48 hours of admission and of acquiring, in the case of new clothing?	r 89 (1) (a) (ii)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the residents' soiled clothes collected, sorted, cleaned and delivered to the resident?	r 89 (1) (a) (iii)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a process to report and locate residents' lost clothing and personal items?	r. 89 (1) (a) (iv)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a sufficient supply of clean linens, face cloths and bath towels always available in the home for use by the resident?	r. 89 (1) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are linens, face cloths and bath towels: <ul style="list-style-type: none"> • kept clean and sanitary • maintained in a good state of repair, and • free from stains and odours? 	r. 89 (1) (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are industrial washers and dryers used for the washing and drying of all laundry?	r. 89 (1) (d)
Notes					

PART B
Organized laundry program for the home

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

- Policies and procedures for laundry services which are developed and implemented
- A written agreement with the service provider for laundry services (where applicable), which sets out service expectations
- A quality improvement and utilization review system which has been developed and implemented that monitors, analyzes, evaluates and improves the quality of the laundry service.

Information Gathering
Organized laundry program for the home

Notes					
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No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there an organized program of laundry service to meet the linen and personal clothing needs of residents?	s. 15 (1) (b)

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Where laundry services are provided by a service provider who is not an employee of the licensee, does the licensee have a written service agreement for laundry services that sets out the service expectations?	r. 86 (2)
Notes					

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 – Laundry, for example:

- Accommodation Services – Housekeeping
- Accommodation Services – Maintenance
- Continence Care and Bowel Management
- Critical Incident Response
- Dignity, Choice and Privacy
- Infection Prevention and Control
- Personal Support Services
- Quality Improvement
- Reporting and Complaints
- Safe and Secure Home
- Training and Orientation