

Home-related – Mandatory

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

Definition / Description

Admission: A licensee of a long-term care home shall not admit a person unless the person's admission to the home is authorized by the placement co-coordinator for the geographic area where the home is located. (LTCHA)

Admission Process: When a resident is admitted to a LTC home, the licensee is responsible for providing a package of required information in writing to the resident and SDM, including: accommodation fees and agreements; care and services; safety and security (such as fire and evacuation information); Residents' Council and Family Council information; complaint procedures for the home and Ministry, etc.

Required information is to be posted in a conspicuous and easily accessible location in the home and communicated to residents who are unable to read the information.

Use

This IP is a mandatory task, used to review the home's admission process during the annual inspection of the LTC home.

The inspector may also select and complete this IP when concern related to the admission of a resident is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligations to provide:

- An admission package with required information provided to residents and SDM's upon admission to the home
- Information which must be posted in the home along with the home's method for communicating the information to residents unable to read.

Note: There are transitional regulations related to this IP. Inspector will identify any non-compliance related to the transitional regulations through an Ad Hoc Note. r. 226 re: s.78 (2) (b), s. 79 (3)(b)

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.

During the Annual Inspection:

1. The assigned inspector will request access to: the written agreements of three (3) residents currently living in the home to determine compliance with requirements; and applicable written authorization for admission by the CCAC placement co-ordinator (The residents selected may be from the Census Sample, but it is not required.)
2. This mandatory task will be complete on one (1) IP and may be completed at any time throughout the inspection.
3. All questions in Part A and Part B must be completed unless not applicable.
4. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

Note: Where possible choose residents admitted as of July 1, 2010.

Part A: Admission Process
Resident / Substitute Decision-Maker Interviews

Interview the resident/SDM or designate to determine if the home's admission process ensures provision of the following requirements:

1. Participation of residents/ SDM in the admission process
2. Provision of written admission information package along with verbal explanation about:
 - The Residents' Bill of Rights
 - Residents' Council and Family Council (if any)
 - Accommodation fees including how to apply for a rate reduction
 - Non-chargeable care and services provided by the home
 - Other allowed and available services for fee and with consent
 - Trust fund availability
 - Absences allowable without penalty including casual, vacation, medical and psychiatric leaves
 - Bed-holding fee criteria
 - Policies related to zero tolerance of abuse and neglect; minimizing of restraints, whistle-blowing protection, safety and security operations, e.g. fire, evacuation, etc.
 - Complaint procedures and contact information for licensee and Ministry
 - Understanding that not signing a document or voiding an agreement would not result in the home refusing admission to a prospective resident or discharging a resident
 - Who the Residents' Council President or representative is, how to access the meeting minutes and Council meeting times
 - The right to revoke consent as appropriate
 - Who to contact about care and/or service concerns and where the procedures are posted in the home.

Information Gathering
Resident/SDM Interviews
Notes

Written Agreements – Resident/SDM Interview

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If you decided not to sign a document with the home, were you able to do so without fear that the licensee would refuse your admission or have you discharged from the home?	s. 83 (1) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If you wanted to cancel any agreement, other than agreement to pay basic accommodation, were you able to do so without fear that you would be refused admission or discharged from the home?	s. 83 (1) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are you free to withdraw or revoke your consent to treatment of care without fear that you would be refused admission or discharged from the home?	s. 83 (1) (c)
Notes					

Staff Interview / Record Review

Determine through interview and record review whether the resident admission process was conducted as required. Interview the person who coordinates admissions and request a copy of the admission package to review the following information:

- Home operations
- Safety and security measures in case of fire, evacuation, etc.
- Residents' Rights
- Residents' Council and Family Council
- Home's and Ministry complaint procedures and applicable contact information
- Policies related to minimizing restraint use, mandatory reporting of abuse and neglect, and whistle-blowing protection
- Rate reduction application for accommodation fees
- Care and service provision including non-allowable and allowable charges
- Trust fund availability.

Record Review:

Request access to the resident's written agreement with the home and written authorization for admission to determine evidence of:

- Written consent by resident/SDM or designate for accommodation fees and other fee for services provided to the resident

- Authorization from Placement Co-ordinator for admission to the long-term care home
- Accommodation type and charge, from the following options:
 - long-stay, short-stay (respite) program, convalescent care, or interim (long-stay)
 - basic, semi-private, or private accommodation.

			Information Gathering	
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			Staff Interview/Record Review	
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Authorized Admission

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was the resident admitted only after the admission was authorized by the placement co-ordinator?	s. 49
Notes					

Admission Package of Information

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was the admission package given to the resident and SDM (if any) at the time of admission?	s.78 (1) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was the admission package made available to family members and other persons important to the resident?	s. 78 (1) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Where the contents of the admission package and any revisions made, explained to the person(s) receiving them?	s. 78 (1) e
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the Residents' Bill of Rights?	s. 78 (2) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the home's mission statement? (<i>Transitional Regulation</i>)	s. 78 (2) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the home's policy to promote zero tolerance of abuse and neglect of residents?	s. 78 (2) (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include an explanation of the duty to make mandatory reports related to incidents resulting in harm or risk of harm to a resident such as: <ul style="list-style-type: none"> • improper or incompetent treatment or care of a resident • abuse by anyone or neglect by the licensee or staff • unlawful conduct • misuse or misappropriation of a resident's money • misuse or misappropriation of funding provided to the licensee? 	s. 78 (2) (d)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the home's procedure for initiating complaints to the licensee?	s. 78 (2) (e)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the name and telephone number of the licensee?	s. 78 (2) (h)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the Ministry's toll-free telephone number for making complaints about the home and its hours of service?	r. 224 (1) 8
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the LTC home's policy on minimizing the restraining of residents and how to obtain a copy of the policy?	s. 78 (2) (g)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include a statement of the maximum amount that a resident can be charged for each type of accommodation offered in the home?	s. 78 (2) (i)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include information about: <ul style="list-style-type: none"> • what is paid for by Ministry funding, and • accommodation payment by resident? 	s. 78 (2) (k)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the resident's obligation to pay for the basic accommodation charge?	r. 224 (1) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include how to apply for a reduction in the charge for basic accommodation, and the supporting documentation required, e.g. the most recent Notice of Assessment issued under the <i>Income Tax Act (Canada)</i> ?	r. 224 (1) 4
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the resident's obligation to pay accommodation charges during a medical, psychiatric, vacation or casual absence from the home?	r. 224 (1) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include what the licensee should not be charging a resident for?	r. 224 (1) 5

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No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include the list of goods and services that a resident may purchase from the licensee and the charges for those goods and services?	r. 224 (1) 6

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No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include a statement that residents are not required to purchase care, services, programs or goods from the licensee, and may purchase such things from other providers, subject to any restrictions by the licensee, with respect to the supply of drugs?	s. 78 (2) (m)

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No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include trust account information?	r. 224 (1) 7

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No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include a disclosure of any non-arm's length relationships that exist between the licensee and other providers who offer care, services, programs or goods to residents?	s. 78 (2) (n)

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No.	Yes	No	N/A	Question	Act/Reg.
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include information on the ability to retain a physician or RN (EC) to perform the required services?	r. 224 (1) 1

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No.	Yes	No	N/A	Question	Act/Reg.
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include information about the Residents' Council?	s. 78 (2) (o)

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No.	Yes	No	N/A	Question	Act/Reg.
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include information about the Family Council, if any?	s. 78 (2) (p)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
29.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the admission package include an explanation of whistle-blowing protections related to retaliation?	s. 78 (2) (q)
Notes					

Part B: Posting of Required Information
Resident / SDM and Staff Interviews and Observation

Interview resident / SDM and the person responsible for posting required information in the home, and determine how the information is communicated to residents who are unable to read.

Observe during walk-through whether the following required information is posted in a conspicuous and easily accessible location:

- Residents' Bill of Rights (in English & French)
- Home fundamental principle (Section 1 of the LTCHA)
- Mission statement
- The following policies and procedures, and how to obtain a copy:
 - zero tolerance of abuse and neglect of residents
 - minimizing of restraining
 - whistle-blowing protections
 - initiating complaints to the licensee and to the Ministry toll-free number
 - mandatory reporting of incompetent care of a resident, abuse, neglect etc. resulting in harm or risk of harm
- Measures to take in case of fire, evacuation, and other emergencies
- Copy of inspection reports for past two years
- Decisions of Appeal Board or Divisional Court made under the LTCHA for past two years where applicable
- Most recent minutes of Residents' Council and Family Council, if any.

Information Gathering
Resident/SDM Staff Interviews and Observation

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Posting and communication of required information

No.	Yes	No	N/A	Question	Act/Reg.
30.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is all required information posted in a conspicuous and easily accessible location?	s. 79 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
31.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is all posted information communicated to residents who cannot read the information?	s. 79 (2)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
32.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the fundamental principle (Section 1 of the LTCHA) posted, communicating: <ul style="list-style-type: none"> that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met? 	r. 225 (1) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
33.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home's license or approval, including any conditions or amendments, posted and communicated?	r. 225 (1) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
34.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the most recent audited report posted and communicated?	r. 225 (1) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
35.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the Ministry's toll-free telephone number for making complaints about the home, and the telephone number's hours of service, posted and communicated?	r. 225 (1) 4
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
36.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is an explanation of the duty to make mandatory reports related to incidents resulting in harm or risk of harm to residents, posted and communicated? Incidents include the following: <ul style="list-style-type: none"> • Improper or incompetent treatment or care of a resident • Abuse by anyone or neglect by the licensee or staff • Unlawful conduct • Misuse or misappropriation of a resident's money • Misuse or misappropriation of funding provided to the licensee. 	r. 225 (1) 5
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
37.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the Residents' Bill of Rights posted in both English and French and communicated?	s. 79 (3) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
38.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the mission statement posted and communicated? <i>(Transitional Regulation)</i>	s. 79 (3) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
39.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the policy to promote zero tolerance of abuse and neglect of residents posted and communicated?	s. 79 (3) (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
40.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the procedures for initiating complaints to the licensee posted and communicated?	s. 79 (3) (e)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
41.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are procedures for making a complaint to the Director posted and communicated, including the name and telephone number of the Director or designated person to receive complaints?	s. 79 (3) (f)

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No.	Yes	No	N/A	Question	Act/Reg.
42.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the policy to minimize the restraining of residents posted and communicated, as well as information about how a copy of the policy can be obtained?	s. 79 (3) (g)

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No.	Yes	No	N/A	Question	Act/Reg.
43.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the name and telephone number of the licensee posted and communicated?	s. 79 (3) (h)

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No.	Yes	No	N/A	Question	Act/Reg.
44.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is an explanation of the measures to be taken in case of a fire posted and communicated?	s. 79 (3) (i)

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No.	Yes	No	N/A	Question	Act/Reg.
45.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is an explanation of evacuation procedures posted and communicated?	s. 79 (3) (j)

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No.	Yes	No	N/A	Question	Act/Reg.
46.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are copies of the inspection reports from the past two years posted and communicated?	s. 79 (3) (k)

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No.	Yes	No	N/A	Question	Act/Reg.
47.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are Orders by an inspector or the Director that are in effect or that have been made in the last two years, posted and communicated?	s. 79 (3) (l)

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No.	Yes	No	N/A	Question	Act/Reg.
48.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are decisions of the Appeal Board or Divisional Court that were made under the LTCHA within the past two years, posted and communicated?	s. 79 (3) (m)

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No.	Yes	No	N/A	Question	Act/Reg.
49.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the most recent minutes of the Residents' Council meetings, with consent of the Council, posted and communicated?	s. 79 (3) (n)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
50.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the most recent minutes of the Family Council meetings, if any, with consent of the Council, posted and communicated?	s. 79 (3) (o)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
51.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is an explanation of whistle-blowing protections related to retaliation posted and communicated?	s. 79 (3) (p)
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 the Admission Process, for example:

- Dignity, Choice and Privacy
- Family Council Interview
- Hospitalization and Death
- Quality Improvement
- Prevention of Abuse, Neglect and Retaliation
- Reporting and Complaints
- Resident Charges
- Residents' Council Interview
- Safe and Secure Home
- Sufficient Staffing
- Training and Orientation
- Trust Accounts