

the exception of Part F.

6. Determine through the interview whether there has been resolution to any identified issues.
7. At the next team meeting communicate any identified issues from the Residents' Council interview, such as information related to the home's quality improvement system, and share with the inspector assigned to the Quality Improvement mandatory task.
8. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

Note: The assigned inspector may conduct the Residents' Council Interview at anytime throughout the Inspection, however, arranging the interview early during the inspection process is recommended in order to identify unresolved issues that may require further inspection.

Where a Residents' Council has not been established, determine whether residents have attempted to form one and have been unsuccessful; if so, document why, identify non-compliance, and complete the applicable question(s) in the Inspection Protocol.

Residents' Council President/Representative Interview Guideline

1. Introduce yourself and explain the inspection process as well as the purpose of the interview using the following concepts (it is not necessary to use the exact wording):

"[Name of home] is inspected periodically by a team from the Performance Improvement and Compliance Branch of the Ministry of Health and Long-Term Care to ensure that residents receive quality care. While we are here, we make observations, review the home's records and talk to the residents and family members or friends who can help us understand what it's like to live in this home. We appreciate that you are taking the time to talk with us. We would like to know more about the Residents' Council and interactions of the group and staff."

2. At all times, be cognizant of resident confidentiality. The inspector should ask permission from the Residents' Council President or representative to review the Residents' Council minutes and become familiar with some of the issues that have been discussed.
3. Follow up any concerns that are within the scope of the long-term care requirements in keeping with specific legislation identified in this Inspection Protocol. Further inspection should include interviews with appropriate staff members to determine how concerns are resolved. Team meetings will provide opportunities to share concerns and focus on particular problematic areas. Any potential concerns noted during the interview should be shared with all team members.
4. Use the space provided for notes and additional information obtained to determine the exact nature of any negative responses.
5. Begin the interview with a discussion of issues that were raised during the most recent Council meeting and how the home has responded. For example, "I read in the minutes that you had discussed noise at night during the last meeting. Has the home responded to your concern?" or "During the last meeting, several participants brought up an issue with food being cold. Has that situation been resolved to your satisfaction?" This initial discussion of current issues before the Council may prove helpful in establishing a rapport with the Residents' Council President (or representative) and help make the

remainder of the interview more informative.

Information Gathering
Residents' Council President/Representative Interview Notes

Notes

Part A: Residents' Council

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a Residents' Council established in the home?	s. 56 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all members of the Residents' Council residents of the long-term care home?	s. 56 (2)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If invited by the Residents' Council, does the licensee or the corporate representative meet with the Council?	s. 63
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do the licensee, Administrator and staff attend Residents' Council meetings only when invited?	s. 64
Notes					

Part B: Assistant Duties

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee appointed an assistant to the Resident's Council to assist the Council and who is acceptable to the Council?	s. 58 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not: <ul style="list-style-type: none"> • prevent the Residents' Council assistant from entering the home to carry out his or her duties, and • otherwise hinder, obstruct or interfere with the assistant carrying 	s. 65 (c)

				out those duties?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that home's staff, including the Administrator or other person involved in the management or operation of the home, do not: <ul style="list-style-type: none"> • prevent the Residents' Council assistant from entering the home to carry out his or her duties, and • otherwise hinder, obstruct or interfere with the assistant carrying out those duties? 	s. 65 (d)
Notes					

Part C: Residents' Council Rights

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee fully respected and promoted the residents' right to participate in the Residents' Council?	s. 3 (1) 20
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee fully respected and promoted the residents' right to raise concerns or recommend changes in policies and services to the Residents' Council without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else?	s. 3 (1) 17
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not interfere with the meetings or operation of the Residents' Council?	s. 65 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not: <ul style="list-style-type: none"> • prevent a member of the Residents' Council from entering the home to attend a meeting of the Council, • prevent a member of the Residents' Council from performing any functions as a member of the Council, and • otherwise hinder, obstruct or interfere with the Council member 	s. 65 (b)

				carrying out those functions?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that home's staff, including the Administrator or other person involved in the management or operation of the home, do not: <ul style="list-style-type: none"> interfere with the meetings or operation of the Residents' Council, prevent a member of the Residents' Council from entering the home to attend a meeting of the Council, prevent a member of the Residents' Council from performing any functions as a member of the Council, and otherwise hinder, obstruct or interfere with the Council member carrying out those functions? 	s. 65 (d)
Notes					

PART D: Residents' Council Powers

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the dining and snack service includes a review of the meal and snack times by the Residents' Council?	r. 73 (1) 2
Notes					

Part E: Duty to Respond

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee respond in writing within 10 days of receiving Residents' Council advice related to concerns or recommendations?	s. 57 (2)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee consult regularly with the Residents' Council, and in any case, at least every three months?	s. 67
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that improvements made through the quality improvement and utilization review system to accommodations, care, services, programs, and goods provided to the residents are communicated to the Residents' Council?	r. 228 (3)

Notes	
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Part F: Satisfaction Survey

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee seek the advice of the Residents' Council, if any, in developing and carrying out the survey, and in acting on its results?	s. 85 (3)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee document and share the results of the satisfaction survey in order to seek the advice of the Residents' Council about the survey?	s. 85 (4) (a)
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 Residents' Council Interview, for example:

- Admission Process
- Critical Incident Response
- Dignity, Choice and Privacy
- Family Council Interview
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Safe and Secure Home
- Training and Orientation