

**Home-related – Triggered**

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

**Definition / Description**

<b>Staff:</b>	In relation to a long-term care home, staff refers to persons who work at the home: (a) as employees of the licensee, (b) pursuant to a contract or agreement with the licensee, or (c) pursuant to a contract or agreement between the licensee and an employment agency or other third party. s. 2 (1) LTCHA
<b>Training and Orientation:</b>	The licensee of a long-term care home must ensure that all staff at the home receives training and retraining as required in the Act and as provided for in the regulations. The licensee must also develop and provide an orientation for volunteers. s. 76 and s.77 r. 216 - 223 LTCHA
<b>Volunteer:</b>	A person who is part of the organized volunteer program of the long-term care home under section 16 and who does not receive a wage or salary for the services or work provided for that program. s. 2 (1) LTCHA

**Use**

This IP is a home-related triggered task, used to review the home's training and orientation program during the annual inspection of the LTC home.

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

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

- Training and orientation programs are developed and implemented
- The program is evaluated and updated annually

**Note:** 'Training and Orientation' has transitional regulations (r. 220, r. 221 (5) and r. 223 (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: Training and Orientation

- Part B: Training and Orientation Program

During the Annual Inspection:

1. Assigned inspector(s) will open and complete the triggered task, using one (1) IP only.
2. The inspector must answer the applicable questions in all Parts (A) and (B).
3. The inspector must document evidence to support non-compliance in the 'Note' section when answering 'No'.

**PART A: Training and Orientation**
**Record Review / Interview**

Request the following information about the training and orientation program:

- Name of the contact person responsible for the home's training and orientation
- Policies and Procedures relevant to the home's training and orientation program
- Relevant records kept of training and orientation provided by the home
- Written records relating to evaluations.

Interview the contact person and review the information provided to determine:

- Whether the home has developed and implemented the training and orientation program
- Whether the training and orientation is provided to all staff and volunteers in accordance with the requirements under the LTCHA and its regulation.
- How the home assesses the training needs of staff members
- Whether the home, at least annually, evaluates the program and updates it in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

**Note:** The following staff are exempt from the training requirements set out in Questions 1 to 18:

- staff who are at the home pursuant to a contract or agreement with the licensee or
- pursuant to a contract or agreement between the licensee and
- an employment agency or other third party, who will only provide occasional maintenance or repair services to the home and will not provide direct care to residents.

**Note:** The Medical Director and physicians or RNECs retained by the resident/SDM or appointed by the licensee are exempt from the requirements set out in Questions 19 to 31.

			Information Gathering
			<b>Record Review/Interview</b>
Notes			

**Resident /Substitute Decision-Maker Interview**

Interview the selected resident/SDM where concern has been raised, to identify:

- Awareness of the Residents' Bill of Rights

- Whether care and services are provided consistent with needs and wishes
- Whether assistance from staff is provided in a timely manner
- Awareness of the Residents' Council and/or Family Council
- Their awareness to report concerns regarding care and services provided
- Whether staff and volunteers are trained and knowledgeable to carry out their duties.

			<b>Information Gathering</b>	
			<b>Residents/SDM Interview</b>	
<b>Notes</b>				

### Staff / Volunteer Interviews and Observations

Interview staff from various disciplines and locations of the home, and on various shifts to determine if they are trained and knowledgeable about:

- The Residents' Bill of Rights
- The home's mission statement
- The home's policy to promote zero tolerance of abuse and neglect of residents
- The duty to make mandatory reports under section 24
- The whistle-blowing protections
- The home's policy to minimize the restraining of residents
- Fire Prevention and safety
- Emergency and evacuation procedures
- The home's written procedures for handling complaints and the role of staff in dealing with complaints
- Safe and correct use of equipment
- Infection prevention and control.

Interview Volunteers (who began to volunteer at the home for the first time as of July 1, 2010) where appropriate and available to determine whether orientation was provided, including:

- Residents' Bill of Rights
- The home's mission statement
- The home's policy to promote zero tolerance of abuse and neglect of residents
- The duty to make mandatory reports under section 24
- Fire safety and universal infection control practices
- The whistle-blowing protections
- Residents' safety
- Emergency and evacuation procedures
- Mealtime assistance, if the volunteer is to provide such assistance
- Techniques and approaches to respond to the needs of residents with responsive behaviours.

Observe care and service delivery, and interaction between staff and/or volunteers with residents to determine whether practices and processes reflect the home's training.

**Information Gathering**
**Staff/Volunteer Interviews and Observations**

Notes

**Orientation for staff**

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the Residents' Bill of Rights before performing their responsibilities?	<b>s. 76 (2) 1</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the home's mission statement before performing their responsibilities?	<b>s. 76 (2) 2</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the home's policy to promote zero tolerance of abuse and neglect of residents before performing their responsibilities?	<b>s. 76 (2) 3</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the duty to make mandatory reports under section 24 before performing their responsibilities?	<b>s. 76 (2) 4</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to whistle-blower protections before performing their responsibilities?	<b>s. 76 (2) 5</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the home's policy to minimize the restraining of residents before performing their responsibilities?	<b>s. 76 (2) 6</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to fire prevention and safety before performing their responsibilities?	<b>s. 76 (2) 7</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to emergency and evacuation procedures before performing their responsibilities?	<b>s. 76 (2) 8</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to infection prevention and control before performing their responsibilities that includes: <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Modes of infection transmission</li> <li>• Cleaning and disinfection practices; and</li> <li>• Use of personal protective equipment?</li> </ul>	<b>s. 76 (2) 9 r. 219 (4)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the Acts, regulations, policies of the Ministry and similar documents, including policies of the licensee, that are relevant to the person's responsibilities before performing their responsibilities?	<b>s. 76 (2) 10</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the licensee's written procedures for handling complaints and the role of staff in dealing with complaints before performing their responsibilities?	<b>r. 218. 1</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the safe and correct use of equipment, including therapeutic equipment, mechanical lifts, assistive aids and positioning aids, that is relevant to the staff member's responsibilities before performing their	<b>r. 218. 2</b>

				responsibilities?	
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have received training relating to the cleaning and sanitizing of equipment relevant to the staff member's responsibilities before performing their responsibilities?	<b>r. 218. 3</b>
<b>Notes</b>					

**Retraining for staff**

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have receive retraining annually relating to the following: <ul style="list-style-type: none"> <li>• The Residents' Bill of Rights</li> <li>• The home's policy to promote zero tolerance of abuse and neglect of residents</li> <li>• The duty to make mandatory reports under section 24</li> <li>• The whistle-blowing protections</li> <li>• The home's policy to minimize the restraining of residents</li> <li>• Fire prevention and safety</li> <li>• Emergency and evacuation procedures</li> <li>• The home's written procedures for handling complaints and the role of staff in dealing with complaints</li> <li>• Safe and correct use of equipment, including therapeutic equipment, mechanical lifts, assistive aids and positioning aids, relevant to the staff responsibilities</li> <li>• Cleaning and sanitizing of equipment relevant to the staff responsibilities?</li> </ul>	<b>s. 76 (4) r. 219 (1)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff have receive retraining annually relating to the following when there has been a change in the area that is relevant to the staff member's responsibilities: <ul style="list-style-type: none"> <li>• The home's mission statement, and</li> <li>• All Acts, regulations, policies of the Ministry and similar documents, including policies of the licensee that are relevant to the staff member's responsibilities?</li> </ul>	<b>s. 76 (4) r. 219 (2)</b>
<b>Notes</b>					

**Further training needs**

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff training needs are assessed at least annually?	<b>s. 76 (6)</b> <b>r. 219 (3) (a)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff training needs are identified by the assessments addressed in the manner the home considers appropriate?	<b>s. 76 (6)</b> <b>r. 219 (3) (b)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the training and retraining for staff in infection prevention and control includes: <ul style="list-style-type: none"> <li>• hand hygiene</li> <li>• modes of infection transmission</li> <li>• cleaning and disinfection practices; and</li> <li>• use of personal protective equipment?</li> </ul>	<b>r. 219 (4)</b>
Notes					

**Additional Training – direct care staff**

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents, receive training relating to abuse recognition and prevention?	<b>s. 76 (7) 1</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents, receive training relating to mental health issues, including caring for persons with dementia and techniques and approaches related to responsive behaviours?	<b>s. 76 (7) 2</b> <b>r. 221 (3)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents, receive training relating to behaviour management?	<b>s. 76 (7) 3</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents, receive training in how to minimize the restraining of residents and, where restraining is necessary, how to do so in accordance with this Act and the regulations as well as the application, use and potential dangers of physical devices used to restrain residents and PASDs?	<b>s. 76 (7) 4</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents receive training relating to palliative care?	<b>s. 76 (7) 5</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents receive training relating to: <ul style="list-style-type: none"> <li>• fall prevention and management</li> <li>• skin and wound care</li> <li>• continence care and bowel management and</li> <li>• pain management?</li> </ul>	<b>r. 221 (1) 1, 2, 3, and 4</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who provide direct care to residents receive training in the application, use and potential dangers of physical devices and PASDs?	<b>r. 221 (1) 5</b> <b>r. 221 (4)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all staff who applies PASDs or monitor residents with PASDs, training in the application, use and potential dangers of the PASDs?	<b>r. 221 (1) 6</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that all direct care staff receive the required training: <ul style="list-style-type: none"> <li>• annually, or</li> <li>• as determined by the licensee, based on the assessed training</li> </ul>	<b>r. 221 (2) 1, and 2</b>

				needs of the individual staff member?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Does the licensee ensure that staff who are at the home pursuant to a contract or agreement with the licensee or a contract or agreement between the licensee and an employment agency or other third party, who will only provide occasional maintenance or repair services to the home and will not provide direct care to residents receive the following information before providing their services:</p> <ul style="list-style-type: none"> <li>• The Residents' Bill of Rights</li> <li>• The home's policy to promote zero tolerance of abuse and neglect of residents</li> <li>• The duty to make mandatory reports</li> <li>• The whistle-blowing protections</li> <li>• Fire prevention and safety</li> <li>• Emergency and evacuation procedures</li> <li>• Infection prevention and control:               <ul style="list-style-type: none"> <li>➤ hand hygiene</li> <li>➤ modes of infection transmission</li> <li>➤ cleaning and disinfection practices; and</li> <li>➤ use of personal protective equipment?</li> </ul> </li> </ul>	<b>r. 222 (1) and (2)</b>
Notes					

**Orientation for Volunteers**

No.	Yes	No	N/A	Question	Act/Reg.
29.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Has the licensee ensured that every volunteer who began at the home for the first time as of July 1, 2010 receive an orientation that includes information relating to the following:</p> <ul style="list-style-type: none"> <li>• The Residents' Bill of Rights</li> <li>• The home's mission statement</li> <li>• The home's policy to promote zero tolerance of abuse and neglect of residents</li> <li>• The duty to make mandatory reports</li> <li>• Fire safety and universal infection control practices</li> <li>• The whistle-blowing protections</li> <li>• Resident safety, including information on reporting incidents, accidents and missing residents, and information on wheelchair safety</li> <li>• Emergency and evacuation procedures</li> </ul>	<b>r. 223 (1) and (2)</b>

				<ul style="list-style-type: none"> <li>Escorting residents</li> <li>Mealtime assistance, if the volunteer is to provide such assistance</li> <li>Communication techniques to meet the needs of the residents</li> <li>Techniques and approaches to respond to the needs of residents with responsive behaviours?</li> </ul>	
<b>Notes</b>					

**PART B: Training and Orientation Program**

No.	Yes	No	N/A	Question	Act/Reg.
30.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a training and orientation program for the home is developed and implemented to provide the required training and orientation?	<b>r. 216 (1)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
31.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that training and orientation program is evaluated and updated at least annually in accordance with evidence based practices and, if there are none, in accordance with prevailing practices?	<b>r. 216 (2)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
32.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home keep a written record relating to each program evaluation that includes: <ul style="list-style-type: none"> <li>the date of the evaluation</li> <li>the names of the persons who participated in the evaluation</li> <li>a summary of the changes made, and</li> <li>the date that the changes were implemented?</li> </ul>	<b>r. 216 (3)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
33.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is a designated lead for the training and orientation program?	<b>r. 217</b>
<b>Notes</b>					

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 Training and Orientation, for example:

- Accommodation services – Housekeeping
- Accommodation services – Laundry
- Accommodation services – Maintenance
- Continence Care and Bowel Management
- Dignity, Choice and Privacy
- Infection Prevention and Control
- Medication Management
- Minimizing of Restraining
- Pain
- Personal Support Services
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Responsive Behaviours
- Safe and Secure Home
- Skin and Wound Care
- Sufficient Staffing