



LONG TERM CARE HOMES

CHECKLIST

Concerned Friends is a non-profit, volunteer, consumer corporation and registered charity dedicated to reform of the long-term care system and improvement of quality of life for residents.

Concerned Friends of Ontario Citizens in Care Facilities

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LONG-TERM CARE HOMES CHECKLIST

The Purpose of this checklist is primarily to assist anyone who is choosing a Long-Term Care Home.

Before assuming that a Long-Term Care Home is the "best place" to be, however, inquire about alternative services such as Home Care, Home Support, and Supportive Housing.

If you do opt for a provincially regulated long-term care home, here are some preliminary steps to take before making a choice:

- Obtain a list of homes from your local Community Care Access Centre.
- Examine homes closely before agreeing to the admission of oneself, a relative or a friend.
- Resist pressure from either hospitals or the placement coordinator to admit someone to the first available bed. Take the time to thoroughly investigate the options.
- Determine from the Placement Co-ordinator whether a home you are considering is "under enforcement". The Co-ordinator is required to explain this concept to you, as it reflects the current conditions in the facility.
- If you have internet access, you may want to visit Reports on Long-term Care Homes on the Ministry of Health and Long term Care website, for further information. <http://www.health.gov.on.ca/>

GENERAL INFORMATION

- Nursing Homes, Municipal Homes and Charitable Homes for the Aged are provincially regulated long-term care homes and are accountable to the Ministry of Health and Long Term Care. They are regulated under Bill 140, an Act respecting long-term care homes, which was passed in May 2007. This Act sets out both the rights of the residents and the responsibilities of the home and includes provisions for family and resident councils. Copies can be obtained from **Publications Ontario, 880 Bay Street, Toronto, Ontario, M7A 1N8 Telephone(416) 326-5300 or toll-free 1-800-668-9938..**
- The Ministry of Health and Long Term Care** is responsible for monitoring, evaluating and taking action to ensure that all long-term care homes comply with the applicable acts and regulations, the terms and conditions of the service agreement, the Program Manual, and Ministry policies and directives. The **Program Manual** sets out the standards and guidelines for the day-to-day operation of the home. **Compliance advisors** have the primary responsibility for monitoring and evaluating facilities' performance. A resident, family member or advocate who is concerned about the care or conditions in a facility and has been unsuccessful in resolving the problem with the home, should contact the service area office to make a complaint to the Compliance Advisor. Concerned Friends will also try to advise and support anyone having problems in a long-term care facility.
- It is advisable to receive legal advice regarding the Admission Contract to the Long-Term Care home. In particular, check that you are not signing away rights and services that would be covered under **Bill 140**. You are not at present obligated to sign a contract, because without doing so, the provisions of the Bill apply. Only sign the contract if it **ENHANCES** your rights, not if it **DIMINISHES** them.

INITIAL VISIT TO FACILITY

- Meet with the Administrator and, if possible, the Director of Care Planning.
- Obtain written and verbal information about the home using the attached questionnaire (see page 3)
- Request copies of:
 - 1) Admission Contract
 - 2) Compliance Review Report
 - 3) Residents' Bill of Rights
- Attempt to talk with families of existing residents either in the home or arrange to meet them off the premises for feedback on their experiences and observations.

IMPORTANT PHONE NUMBERS

Ministry of Health and Long-Term Care
 General Inquiry 1-800-268-1153 TTY 1-800-387-5559

Long-term Care ACTION Line 1-866-434-0144
 (7 days a week, from 8:30 a.m. to 7:00 p.m.)

Contact information for Local Health Integration Networks
www.lhins.on.ca

Local Health Integration Network	Address	Telephone
Erie St.Clair	180 Riverview Drive Chatham, ON N7M 5Z8	519-351-5677 1-866-231-5446
South West	201 Queens Avenue, Suite 700 London, ON N6A 1J1	519-672-0445 1-866-294-5446
Waterloo Wellington	55 Wyndham Street North, Suite 212 Guelph, ON N1H 7T8	519-822-6208 1-866-306-5446
Hamilton Niagara Haldimand Brant	270 Main Street East, Units 1-6 Grimsby, ON L3M 1P8	905-945-4930 1-866-363-5446
Central West	8 Nelson Street West, Suite 300 Brampton, ON L6X 4J2	905-455-1281 1-866-370-5446
Mississauga Halton	700 Dorval Drive, Suite 500 Oakville, ON L6K 3V3	905-337-7131 1-866-371-5446
Toronto Central	425 Bloor Street East, Suite 201 Toronto, ON M4W 3R5	416-921-7453 1-866-383-5446
Central	140 Allstate Parkway, Suite 210 Markham, ON L3R 5Y8	905-948-1872 1-866-392-5446
Central East	Harwood Plaza 314 Harwood Avenue South, Suite 204A Ajax, ON L1S 2J1	905-427-5497 1-866-804-5446
South East	48 Dundas Street West , Unit 2 Belleville, ON K8P 1A3	613-967-0196 1-866-831-5446
Champlain	1900 City Park Drive, Suite 204 Ottawa, ON K1J 1A3	613-747-6784 1-866-902-5446
North Simcoe Muskoka	210 Memorial Avenue, Suites 127-130 Orillia, ON L3V 7V1	705-326-7750 1-866-903-5446
North East	555 Oak Street East, 3rd Floor North Bay, ON P1B 8E3	705-840-2872 1-866-906-5446
North West	975 Alloy Drive, Suite 201 Thunder Bay, ON P7B 5Z8	807-684-9425 1-866-907-5446

Contact Information for the Compliance Management Program

To contact the Compliance Advisor for a home, call the Long-term Care Action Line, or the Service Area Office for your area. The province is divided into 5 areas as listed below.

LHIN	Area	Phone number
1	Erie St.Clair	London (519) 675-7631
2	South West	London (519) 675-7631
3	Waterloo Wellington	Hamilton (905) 546-8215
4	Hamilton Niagara Haldimand Brant	Hamilton (905) 546-8215
5	Mississauga Halton	Hamilton (905) 546-8215
6	Central West	Hamilton (905) 546-8215
7	Toronto Central	Toronto (416) 327-8984
8	Central	Toronto (416) 327-8984
9	Central East	Ottawa (613) 364-2269
10	South East	Ottawa (613) 364-2269
11	Champlain	Ottawa (613) 364-2269
12	North Simcoe Muskoka	Toronto (416) 327-8984
13	North East	Sudbury (705) 564-7489
14	North West	Sudbury (705) 564-7489

QUESTIONNAIRE

The following is a list of questions that will assist you in choosing a Long-Term Care home. Most deal with rights legislated in Bill 140, but the questions will clarify these rights for both you and the facility.

Upon your initial visit, you may find it helpful to take the questionnaire with you and also a list of your own questions to ask the administrator.

Be sure to take notes of what you learn on your visit.

- 1) What is the application procedure?
- 2) What are the accommodation fee co-payments?
- 3) What services are included in the fees, e.g. personal supplies?
- 4) For what services is the resident/family responsible?
- 5) How and when are residents/families notified of a change in fees/service?
- 6) What is the facility's policy on restraints and medication?
- 7) What is the facility's policy on cardiopulmonary resuscitation? (It is not necessary to sign a DNR form on admission).
- 8) Can you continue receiving care from your family doctor after admission to the facility?
- 9) Is the staff physician a geriatrician?
- 10) Is a physician on call 24 hours a day?
- 11) Are the physicians and/or medical director available to take calls from families?
- 12) Is the staff physician willing to spend time talking to family members regarding medical care of their family member?
- 13) Are special needs and preferences recognized by the facility? For example, do residents have a choice of showering or bathing? Do residents have the option of having breakfast in their robes?
- 14) If English is not the resident's first language, will an Interpreter be available when necessary?

- 15) If applicable, are there programs and services available to meet the diverse cultural needs of the residents?
- 16) Inquire about residents' assessments and care plans:
 - a) How often do case conferences occur?
 - b) Are residents and representatives (substitute decision makers) involved in the case conferences and planning for the resident's care?
 - c) Are the assessment information and care plans available to residents and family (or substitute decision makers)? How often are the care plan review meetings?
- 17) Is there free access to the facility? At what times? Are people, for example, volunteers, encouraged to visit?
- 18) Is there a volunteer program in the facility?
- 19) Are pastors, rabbis and priests encouraged to visit?
- 20) Are married couples housed together?
- 21) Are physiotherapy, speech therapy, occupational therapy, bladder and bowel training available? Who arranges for these?
- 22) Are staff trained to work with the visually impaired and hearing impaired residents?
- 23) Are dentists and dental hygienists available to provide dental care? Who arranges for this?
- 24) Are community social work services available at the resident's request?
- 25) How many residents live in the facility?
- 26) How many floors are there?
- 27) How many elevators are there?
- 28) Are there regular fire drills for all staff (including part-time)?
- 29) Does the local fire inspector make regular visits?
- 30) Does the staff have training in managing difficult/aggressive behaviour?
- 31) Is there a government-approved smoking room?

You may have a list of your own questions to ask.

LONG TERM CARE HOME CHECKLIST

Following your initial visit, review all the material given to you. Make arrangements for an informal visit. Before going for your second visit, review the Long-Term Care Home Checklist provided below.

Name of Facility: _____

Address: _____

Date of Visit: _____ Time: _____

Care of residents	YES	NO
1. Resident are clean. (nails, hair, skin, teeth)	()	()
2. Residents receive proper mouth care. (breath smells fresh, mouth clean)	()	()
3. Residents are free from odour.	()	()
4. Residents are properly dressed.		
a) Residents are wearing clothing which is clean and in good repair.	()	()
b) Residents' clothing fits and is done up.	()	()
c) Residents are wearing shoes and stockings which fit and match.	()	()
5. Residents are wearing daytime apparel in the day, and night-time apparel at night.	()	()
6. Residents appear well groomed. (Men are shaved; residents have clean hair, cut and trimmed.)	()	()
7. Residents are dry and not soiled.	()	()
8. Residents seem to be properly fed. (not too thin and frail)	()	()
9. Residents are receiving sufficient fluids at meal times and with all snacks.	()	()
10. Residents speak freely and openly with visitors. (They do not appear frightened or intimidated)	()	()
11. Most residents are free from restraints. (Restraints include chairs with trays, bed sheets and jacket restraints.)	()	()

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| 12. | Staff help residents change their positions in chairs or beds regularly. (Residents are not left slumped over or sliding from chairs,) | () | () |
| 13. | Residents are awake and not in bed mid-day. | () | () |
| 14. | Residents appear alert. | () | () |
| 15. | Residents' eyes are clear; speech is not slurred. (Eyes are not blurry or "far away" which might signal overmedication.) | () | () |
| 16. | Residents are free from decubitus ulcers. (bedsores). | () | () |
| 17. | Residents' feet, ankles and legs are free from swelling and ulcerations; or, if swollen, are properly elevated. | () | () |
| 18. | Residents are free from evidence of injury (bruising, swelling, lacerations, stitches, casts, etc.) | () | () |

Staff

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| 1. | Sufficient staff are in evidence at nursing stations and on the floor. | () | () |
| 2. | Staff seem to be properly trained and address residents' needs in a caring and professional manner. | () | () |
| 3. | Staff smile, appear cheerful and show a caring attitude towards residents. | () | () |
| 4. | Staff treat residents, family and other staff with courtesy, dignity, and respect. | () | () |
| 5. | Staff are well groomed. | () | () |
| 6. | Staff are willing to answer questions and discuss needs of residents with family members. | () | () |

General Surroundings

1. Residents in wheelchairs are not lined up in the hallways or lounge areas. () ()
2. The facility is totally accessible to wheelchairs. (wide corridors and doors, ground level access, specially designed bathrooms) () ()
3. There are enough elevators. (Residents don't have to line up for a long time to go to and from the dining room.) () ()
4. Floors and walls are clean, in good repair, and the decor is cheerful. () ()
5. The home looks and smells clean. () ()
6. The home is free of evidence of cockroaches and rodents. () ()
7. There are bright, pleasant lounge areas. () ()
8. There is soft, pleasant music or activity in lounge areas. () ()
9. Confused residents have safe areas in which to wander both inside and outside the home. () ()
10. Residents have access to attractive outdoor surroundings with areas to sit or walk. () ()
11. There are private areas for residents and visitors. () ()
12. Other visitors are in evidence. () ()
13. There is coffee, tea and juice available for residents and visitors. () ()
14. Residents' rooms are bright and home-like, with personal belongings in evidence. () ()
15. Residents can control heat and light in their bedrooms. () ()
16. Are there provisions for privacy for residents who share a room? () ()
17. There is a call bell at each bed and within easy reach of resident. () ()
18. There is an easy chair for every resident in each bedroom. () ()

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| 19. | Closets in bedrooms are spacious and easily accessible to resident. | () | () |
| 20. | Can residents use a phone, cable television or a computer in their rooms? | () | () |
| 21. | There are a sufficient number of washrooms for residents. | () | () |
| 22. | Bathrooms are clean and odour free. | () | () |
| 23. | Bathing areas are clean and in good repair; tiles are not chipped. | () | () |
| 24. | There is sufficient clean linen and towels for residents' use. | () | () |
| 25. | Wheelchairs, trays and other equipment are clean and in good condition, | () | () |
| 26. | The home has the Residents' Bill of Rights, Compliance Review Report, financial report, and Resident and Family Council information posted for public viewing in a conspicuous place. | () | () |
| 27. | Staff converse pleasantly with residents and visitors. | () | () |
| 28. | Residents' privacy is respected. (Staff knock before they enter and leave when visitors arrive, Privacy curtains are used appropriately and in good condition. | () | () |
| 29. | Residents feel secure and do not appear to fear harm by staff or other residents, or theft of their belongings. | () | () |
| 30. | There is an active residents' council. | () | () |
| 31. | There is an active, independently run Family Council. | () | () |

Rehabilitation/Restorative Care

1. Age appropriate activity programs are in evidence (e.g. bridge games, poker, gardening, chess, woodworking, ceramics, painting, music, etc.) () ()
2. Individual orientation programs are in evidence for confused residents. () ()
3. There are exercise programs for residents. () ()
4. The majority of residents seem busy and occupied in a meaningful activity during the day. () ()
5. There is a tuck shop. () ()
6. The home has a library or visiting library service. () ()
7. Organized activities are posted for month. () ()

Dietary

1. Snacks are served between meals and choices of beverages and snacks are available. () ()
2. Meals appear appetizing and attractive. () ()
3. Family members are welcome to join the resident at meal time. () ()
4. There are culturally appropriate foods available. () ()
5. There are sufficient staff available to assist residents with eating when necessary. () ()
6. Food meets any therapeutic needs residents may have (e.g. diabetic, salt free, chopped, pureed). () ()
7. Food seems to be good nutritional value. () ()
8. Fresh fruit and vegetables served, and there is adequate fibre. () ()
9. Portions are large enough and residents are offered second helpings. () ()

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| 10. | Residents do not appear hungry and do not indicate that they are hungry or thirsty when asked. | () | () |
| 11. | Juices are served in 6-ounce glasses rather than 4-ounce glasses and water is offered between snacks. | () | () |
| 12. | Residents are encourage to eat and drink. | () | () |
| 13. | Aides sit to assist residents with eating rather than standing over them. | () | () |
| 14. | Residents are fed individually, not in assembly-line fashion. | () | () |
| 15. | Dietary staff respect residents' individual eating habits, That is, clean up after meals is not rushed. | () | () |
| 16. | Residents are not segregated at meal time according to individual diets (e.g. puree, diabetic, etc). | () | () |
| 17. | Menus are displayed in clear view, on all floors and offer an alternative choice. | () | () |
| 18. | Staff oversee residents as they eat, whether in dining room, own room or corridors. | () | () |
| 19. | Dining room is attractive, pleasant and appropriately decorated. | () | () |

Scoring

To score this checklist, count one for every "yes" answer.

71 to 81	very well operated facility
61 to 70	has reasonable amenities for residents
below 61	facility should not be considered

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