



LONG TERM CARE HOMES

CHECKLIST

Concerned Friends of Ontario Citizens in Care Facilities

140 Merton St., 2nd Floor, Toronto, Ontario M4S 1A1

Tel: 416 489-0146

Toll-free: 1 855 498-0146

Email: info@concernedfriends.ca

www.concernedfriends.ca

Concerned Friends is a volunteer, registered charity advocating for a quality long-term care system that meets the needs of residents, families and staff.

LONG-TERM CARE HOMES CHECKLIST

The Purpose of this checklist is to assist those 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, 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.
- 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 visit www.health.gov.on.ca.

.Also, you may want to visit www.concernedfriends.ca for information about the inspection reports and performance of individual homes or call us at 416-489-0146 or (toll-free) 1-855-489-0146. For further information visit www.health.gov.on.ca or <http://publicreporting.ltchomes.net/>

GENERAL INFORMATION

All long-term care homes (Nursing Homes, Municipal Homes and Charitable Homes for the Aged) are provincially regulated and accountable to the Ministry of Health and Long-Term Care (MOHLTC). As of July 1, 2010, they are regulated under the Long-Term Care Homes Act (2007). This Act includes an expanded Residents' Bill of Rights, regulations about Family and Residents' Councils, as well as the responsibilities of the licensee of the home.

The MOHLTC is responsible for ensuring that all long-term care homes comply with the applicable acts, regulations, terms and conditions of the Long-term Care Homes Act (2007). A resident, family member, or advocate who is concerned about the care or conditions in a home and has been unsuccessful in resolving the problem with the home, should contact the applicable Service Area Office, or call the Action Line, to make a complaint. Concerned Friends will also try to advise and support anyone

experiencing issues or difficulties in a long-term care home.

Inspectors from the Ministry of Health and Long-term Care monitor the Homes' compliance with the LTCH Act and regulations. The Act states that every home must be inspected at least once a year.

Inspectors are required to visit a home when:

- a complaint is received;
- a Critical Incident is reported; and,
- to follow up on a previous report

The Resident Quality Inspection (RQI), is similar to the previous annual inspections. As of 2017 the MOHLTC is using a "Risk-based framework" to determine whether a home will receive a Risk-focused RQI or an Intensive Risk-focused RQI. An Intensive Risk-Focused RQI includes interviews with a random sample of 40 residents, while a Risk-Focused RQI would include interviews with a random sample of 20 residents. Homes with good records that the MOHLTC consider to be low risk will have a risk-focused RQI. Homes considered to be moderate to high risk will have the more intensive risk-focused RQI.

You may wish to obtain legal advice regarding the Admission Contract with the Long-Term Care Homes Act (2007). In particular, check that you are not signing away rights and services that would be covered under the Act. You are not at present obligated to sign a contract, because without doing so, the provisions of the Act 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.
- Obtain written and verbal information about the home using the attached questionnaire. See page 5.
- Request to see copies of:
 - 1) Admission Contract;
 - 2) Recent Inspection Reports. These are also available to the public on the Ministry's web site.
 - 3) Residents' Bill of Rights.
- Ask if there is a **functioning** Family Council.
- Look for the Residents Council and Family Council Bulletin boards in the lobby.

- Attempt to talk with families of current 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.)

To contact the Inspector for a home, call the Long-term Care Action Line, or the Service Area Office for your area. The province is divided into 7 Service Areas as listed below.

Central East Service Area Office- 1-844-231-5702

Central West Office Service Area Office- 1-888-432-7901

Hamilton Service Area Office – 1-800-461-7137

London Service Area Office – 1-800-663-3775

Ottawa Service Area Office- 1-877-779-5559

Sudbury Service Area Office- 1-800-663-6965

Toronto Service Area Office-1-866-311-8002

Ontario’s 14 Community Care Access Centres
 (now located within the LHIN)
Head Offices

Erie St. Clair
 Chatham-Kent 519-436-2222
 Toll-free 1-888-447-4468

South East
 Kingston 613-544-7090
 Toll-free 1-800-869-8828

South West
 London 519-473-2222
 Toll-free 1-800-811-5146

Champlain
 Ottawa 613-745-5525
 Toll-free 1-800-538-0520

Waterloo Wellington
 Kitchener 519-748-2222
 Toll-free 1-88-883-3313

North Simcoe Muskoka
 Barrie 705-726-0039
 Toll-free 1-888-721-2222

**Hamilton Niagara Haldimand
 Brant**

North East
 Sudbury 705-522-3461

Brant 519-759-7752
Toll-free 1-800-810-0000

Toll-free 1-800-461-2919

Central West

Brampton 905-796-0040
Toll-free 1-888-733-1177

North West

Thunder Bay 807-345-7339
Toll-free 1-800-626-5406

Mississauga Halton

Mississauga 905-855-9090
Toll-free 1-877-336-9090

Central East

Whitby 905-430-3308
Toll-free 1-800-263-3877

Toronto Central

Toronto 416-506-9888
Toll-free 1-866-243-0061

Central

Newmarket 905-895-1240
Toll-free 1-888-470-2222

WEBSITE RESOURCES

Ministry of Health and Long-term Care – www.health.gov.on.ca

Advocacy Centre for the Elderly – www.advocacycentreelderly.org

Family Council Program - www.familycouncils.net

Ontario Association of Resident Councils – www.residentscouncils.ca

Concerned Friends - www.concernedfriends.ca

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 the Long-term Care Homes Act (2007), but the questions will clarify these rights for both you and the home.

Upon your initial visit, you may find it helpful to take the questionnaire with you and include 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 home's policy on restraints and medication?
- 7) What is the home's policy on cardiopulmonary resuscitation? (It is not necessary to sign a DNR (Do Not Resuscitate) 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) Is a Registered Nurse on duty 24 hours a day?
- 12) Are the physicians and/or medical director available to take calls from families?
- 13) Is the staff physician or doctor on call willing to spend time talking to family members regarding medical care of the resident?
- 14) Are individual preferences recognized by the home? For example, do residents have a choice of showering or bathing? Do residents have the option of having breakfast in their room?
- 15) If English is not the resident's first language, will an interpreter be available when necessary?
- 16) If applicable, are there programs and services available to meet the diverse cultural needs of the residents?
- 17) 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?
- 18) Is there free access to the facility? At what times? Are people encouraged to visit?
- 19) Is there a volunteer program in the facility?
- 20) Are residents' religious representatives encouraged to visit?
- 21) Are married couples housed together?

- 22) Are physiotherapy, speech therapy, and occupational therapy training available? Who arranges for these?
- 23) Are staff trained to work with the visually impaired and hearing impaired residents?
- 24) Are dentists and dental hygienists available to provide dental care? Who arranges for this?
- 25) Are social work services available at the residents' request?
- 26) How many residents live in the facility?
- 27) How many floors are there?
- 28) Is there a specialized unit for persons suffering from dementia or serious behavior problems?
- 29) How many elevators are there?
- 30) Does the home have a sprinkler system? If not, what are the plans for installing one?
- 31) Are there regular fire drills for all staff (including part-time)?
- 32) Does the local fire inspector make regular visits?
- 33) Does the staff have training in managing difficult/aggressive behaviour?

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