

# Checklist for Meeting the Requirements for Posting of Information in the Home

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## Purpose

The purpose of this checklist is to assist the long-term care home in reviewing the information it currently posts in the home in order to ensure that it meets the requirements of the *Long-Term Care Homes Act, 2007 and Regulation 79*. The new *Ministry of Health and Long-Term Care (MOHLTC) Provincial Inspection Protocols* have been reviewed in developing this list.

The mandatory content required for posting in the home is itemized in this checklist in order assist homes with their review of current postings and make any necessary updates to meet the minimum requirements.

Please Note: \*The asterisk used throughout the checklist indicates that the MOHLTC is providing further materials on particular subjects to support homes in their implementation. While the release dates of these items are to be confirmed, the references in this checklist are intended to help homes watch for these ministry materials and use them as recommended.

## Scope

This checklist covers the required minimum information to be posted and/or easily accessible to residents in the home. It is assumed that there may be a wide variation in how these topics are presented and displayed (e.g. in pamphlets, flyers, etc.).

Release Date:  
October 13, 2010

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## Disclaimer

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## Checklist for Meeting the Requirements for Posting of Information in the Home

Mandatory Information Required to be Posted in the Home	Reference to Act, Legislation, Inspection Protocols	Description	Status C=Information complete and posted P=Information complete; requires posting R= Information needs revision before posting N=No information; needs to be created
<b>1. Residents' Bill of Rights</b> <ul style="list-style-type: none"> <li>• <b>Posted in English and French</b></li> <li>• <b>In font size 16+</b></li> </ul>	Act s.79 (3)(a) Reg. 225 (2) IP #30	The rights have been clarified and expanded (from the previous MOHLTC version) therefore, it is important that the Residents' Bill of Rights be updated.  <i>*The hard copy poster is being provided by the Ministry - release date TBC. An electronic version is available at <a href="http://www.ltchomes.net">www.ltchomes.net</a> but it is not in the required 16 font format. It can be downloaded and used until the final one arrives. Also see MOHLTC Plain Language Guide – release date TBC.</i>	
<b>2. Fundamental Principle</b> <ul style="list-style-type: none"> <li>• <b>Posted in English and French</b></li> </ul>	Reg. 225 (1)1 IP #32	See Act s. 1 for content:  The 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.	
<b>3. Mission Statement</b>	Act s.79 (3)(b)	See Act s.4 for content:  The mission statement must set out the principles, purpose and philosophy of care of the home.  The mission statement must be consistent with the legislated fundamental principle, i.e. the 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.  It must be consistent with the Residents' Bill of Rights.  Multi-facility organizations must ensure that there is a mission statement for each long-term care home.  Note this requirement is not in effect until July 1, 2011.	
<b>4. The Home's Licence and any conditions or amendments.</b> <ul style="list-style-type: none"> <li>• <b>In font size 16+</b></li> </ul>	Reg. 225 (1)(2) IP #33	Include the license approval, amendments, conditions under subsection 101 (3) of the Act.	

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5. <b>Copy of the service accountability agreement between the licensee and the local LHIN.</b>	Act s.79 (3)(g.1) No IP but required in the Act		
6. <b>Name and telephone number of the licensee.</b> • <b>In font size 16+</b>	Act s.79 (3)(h) Reg. 225 (2) IP #43		
7. <b>Most recent audited reconciliation report to the Minister of Health and Long-Term Care; for the current calendar year.</b>	Reg. 225(1)(3) IP #34		
8. <b>All required information is posted in a conspicuous and an easily accessible location.</b>	Act s.79 (1) IP #30	Note: this requirement relates to <u>how</u> the other items listed in this checklist are made available to residents.	
9. <b>Information is provided to residents who cannot read.</b>	Act s.79 (2) IP #31	Note: this requirement relates to <u>how</u> the other items listed in this checklist are made available to residents.	
10. <b>Policies and procedures including how to obtain a copy: zero tolerance of abuse and neglect.</b>	Act s.79 (3)(c) IP #39		
11. <b>Policies and procedures including how to obtain a copy: minimizing restraining.</b>	Act s.79 (3)(g) IP #42	Provide an overview of the home's philosophy and practices related to physical, chemical and environmental restraints.  Identify the policy and include the name or position of the contact person to access and review the policy.  Identify where the policy is located in the home so that it can be accessed.	
12. <b>An explanation of the protections afforded under section 26 (whistle blowing protection )</b>	Act s. 26 Act s.79 (3)(p) IP #51	While homes are not required to post their policies and procedures, they are required to provide and explanation of the whistle blowing protections afforded under section 26 of the Act.	
13. <b>The procedure including how to obtain a copy: initiating complaints <u>to the home.</u></b> • <b>In font size 16+</b>	Act s.79 (3)(e) Reg. 225 (2) IP #40		

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<b>14. Policies and procedures including how to obtain a copy: initiating complaints to the ministry.</b> <ul style="list-style-type: none"> <li>In font size 16+</li> </ul>	Act s.79 (3)(f) Reg. 225 (2) IP 41		
<b>15. Ministry toll free number for complaints.</b> <ul style="list-style-type: none"> <li>In font size 16+</li> </ul>	Act s.79 (3)(f) Reg.225 (4) IP #35, 41	Refer residents to ministry toll free number: 1-866-434-0144.	
<b>16. Ministry hours of service for reporting complaints.</b>	Reg. 225 (1)(4) IP #35, 41	Refer residents to ministry hours of reporting: 7 days a week, 8:30am - 7pm.	
<b>17. Explanation of mandatory reporting requirements.</b>	Act s.79 (3)(d) Reg. 225(1)(5) IP #36	Include improper or incompetent treatment or care of a resident, abuse by anyone, neglect by staff, unlawful conduct, misuse or misappropriation of residents' funds, misuse or misappropriation of funds provided to the licensee.  * Refer to memo from Tim Burns, Director of Performance Improvement and Compliance Branch, MOHLTC, posted on <a href="http://www.ltchomes.net">www.ltchomes.net</a> (Compliance Transformation Section) and titled "Clarification of Mandatory and Critical Incident Reporting Requirements-Aug 4, 2010" to be sure your package is accurate.	
<b>18. Contact information of the Director (at the Ministry of Health and Long-Term Care) or designate to whom a mandatory report must be made.</b> <ul style="list-style-type: none"> <li>In font size 16+</li> </ul>	Act s.79 (3)(f) Reg. 225 (2) IP #41	The Director, Ministry of Health and Long-Term Care Performance Improvement and Compliance Branch 55 St. Clair Avenue West, Suite 800 Toronto, ON M4V 2Y7 1-866-434-0144	
<b>19. Written procedure provided by the Director for making complaints.</b> <ul style="list-style-type: none"> <li>In font size 16+</li> </ul>	Act s.79 (3)(f) Reg. 225 (2) IP #41	This should be obtained from the MOHLTC Director.	
<b>20. Explanation of measures to take in case of fire or evacuation procedures.</b> <ul style="list-style-type: none"> <li>In font size 16+</li> </ul>	Act s.79 (3)(i)(j) Reg. 225 (2) IP #44, 45		
<b>21. Copy of inspection reports for the last two years.</b>	Act s.79 (3)(k) IP #46		

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<b>22. Copies of orders by the MOHLTC Inspector or Director that are in effect or have been made in the past two years.</b>	Act s.79 (3)(l) IP #47		
<b>23. Copies of decisions of the appeal board or divisional court, if applicable, for the past two years.</b>	Act s.79(3)(m) IP #48		
<b>24. Most recent Resident Council meetings minutes.</b>	Act s.79 (3)(n) IP #49	Consent of the Residents' Council is required prior to posting the minutes.	
<b>25. Most recent Family Council meetings minutes - if any.</b>	Act s.79 (3)(o) IP #50	Consent of the Family Council is required prior to posting the minutes.	