

Checklist for Meeting the Requirements for the Resident Information Package at Admission

Purpose

The purpose of this checklist is to assist homes in review of their current Resident Information Packages at Admission in relation to the new 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.

This checklist enables staff in homes to quickly scan the mandatory content required and decide which materials need updating or added information 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 includes the required minimum information to be given and explained to residents at the time of admission. There may be wide variation in how these topics are covered and presented to residents (e.g. a booklet and companion brochures or all in one handbook, etc.).

Release Date:
October 19, 2010

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Mandatory Content Required in the Resident Information Package at Admission	Reference to Act, Legislation, Inspection Protocols (IP) IP numbers relate only to the Admission Process Inspection Protocol document	Description	Status C=Content present and complete R= Content needs revision N=No content; needs to be created
1. Residents' Bill of Rights	Act s.3 (1) Act s.78 (2)(a) IP #8	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>*A hard copy poster is being provided by the Ministry - release date TBC. An electronic version is available at www.ltchomes.net 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>	
2. Mission Statement	Act s.4 (1) (2) Act s.1 Act s.78 (2)(b) IP #9	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.	
3. Name and phone # of licensee	Act s.78 (2)(h) IP #13	This contact point should be the signatory of the agreement with MOHLTC/Local Health Integration Network (LHIN) for the long-term care home.	
Resident Charges - Accommodation			
4. Statement of the maximum amount that a resident can be charged for each type of accommodation offered in the long-term care home.	Act s.91 (1) Act s.78 (2)(i) Reg. 246 Reg. 247 IP #16	Include the regulated charges for the three classes of accommodation.	
5. Statement of the availability of rate reductions for basic accommodation.	Act s.78 (2)(j) Reg. 224 (1) (4) Reg. 248 IP #19	There is language in Regulation 248 that can be used. <i>*MOHLTC to provide a document with the language for homes to use to explain the rate reduction application process and homes' obligations in this area.</i>	

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6. Outline of the process to apply for a basic accommodation rate reduction.	Act s.78 (2)(j) Reg. 224 (1) (4) IP #19	Who to speak to, hours they are available, contact information and how to contact them (phone, email, address).	
7. Information about the documents required to apply for a rate reduction.	Act s.78 (2)(j) Reg. 224 (1) (4) IP #19	Explain what is required to qualify for a rate reduction, e.g. Notice of Assessment under the Income Tax Act. Include the process for submitting the request.	
8. List of basic care, programs and services provided to residents at no additional cost to the resident.	Act s.78 (2)(k) Reg. 224 (1) (5) IP #21 IP #17	Include what is paid for by ministry funding and what is covered by the resident's accommodation payment. Note: Refer to OANHSS Model Accommodation Agreement.	
9. List of goods and services for which the resident will <u>not</u> be charged.	Act s.78 (2) IP #21	Include health care and accommodation good and services. Note: Refer to OANHSS Model Accommodation Agreement.	
10. Statement that the resident will be charged the rate for basic accommodation and that they are obligated to pay for basic accommodation unless there is an agreement to pay the preferred rate.	Act s 78 (2)(i) Reg. 224 (1) IP# 18	Note: Refer to OANHSS Model Accommodation Agreement.	
11. Statement that in order to charge a resident for preferred accommodation an agreement to pay preferred accommodation is required.	Act s.78 (2) IP #16	Refer to the clause in the resident accommodation agreement which identifies that they must have agreed to the preferred type/class of accommodation and the associated rate.	
12. Statement regarding the allowable rate for preferred accommodation when it is provided.	Act s.78 (2)(i) IP #18	The maximum amount is regulated by the MOHLTC or if no amount is set or regulated by the MOHLTC, the amount charged by the home must be reasonable.	
13. Statement that the resident is responsible for accommodation charges during absences.	Act s.78 (2)(j) Reg. 224 (1) (3) IP #20	Include medical, psychiatric, vacation and casual leaves and note that this is one of the clauses within the accommodation agreement signed by the resident.	

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14. Statement that residents are not required to purchase care, services, programs or goods from the licensee and may purchase such things from other providers, subject to any restrictions by the licensee, under the regulations, with respect to the supply of drugs.	Act s.78 (2)(m) IP #23	Include that in order for the resident to purchase goods and services from the home there must be a signed and certified agreement for those goods and services and that the resident will only be charged when those goods and services are provided. With respect to drugs, refers to non-Ontario Drug Benefit (ODB) or alternative medicines that are not covered and that the resident is expected to pay.	
15. Statement that the resident will only be charged for goods and services other than accommodation when there is an agreement related to those goods and services.	Act s.78 (2) No specific IP but required by the Act	Include information that this is a separate agreement for the additional services.	
16. Statement that residents may purchase other goods and services and are not required to purchase care, services, programs or goods from the licensee. Statement that they may purchase such things from other providers, subject to any restrictions by the licensee, under the regulations, with respect to the supply of drugs.	Act s.78 (2)(m) IP #23		
17. List of optional Services.	Act s.78 (2)(l) IP #23	Name all types of optional/additional services available in the home.	
18. Prices of optional services.	Act s.78 (2)(l) IP #23	Include current prices for each unit of the optional service as set out in the separate agreement.	
Health Care Services			
19. Statement that the resident may retain their own physician or RN Extended Class (e.g. Nurse Practitioner).	Reg. 224 (1) IP #26	Include the expectation that if residents choose to retain their own primary care provider (MD or RN Extended Class usually called Nurse Practitioners), that these practitioners must meet the individual home's standards.	

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20. Statement describing the home's policy to minimize restraints.	Act s.78 (2)(g) IP #15	Provide an overview of home's philosophy and practices related to physical, chemical and environmental restraints.	
21. Statement describing how to obtain a copy of the home's restraint policy.	Act s.78 (2)(g) IP #15	Identify the policy and include the name or position of contact person to access and review the policy. Identify where the policy is located in the home.	
22. Home policy to promote zero tolerance of abuse and neglect of residents.	Act s.78 (2)(c) IP #11	Include a copy of the home's policy regarding abuse and neglect.	
Trust Accounts			
23. Information that the home will maintain a non interest bearing account on behalf of the resident and that there is no charge for this service.	Reg. 224 (1) (7) Reg. 241 IP #24	Explain how the resident can set this type of account up, and include the home's contact person for this purpose. Include contact information and hours of availability.	
Family and Residents' Councils			
24. Information about the Family Council.	Act s.78 (2)(p) IP #28	If there is no Family Council, include information about how to start one and who to contact. If a Family Council exists, include information developed by the Family Council and contact information.	
25. Information about the Residents' Council.	Act s.78 (2)(o) IP #27	Include brochures and other information developed by the Residents' Council as well as the name and contact information of the home's staff person who assists with the Residents' Council.	
Complaints			
26. The home procedure for initiating a complaint.	Act s.78 (2)(e) IP #12		
27. Contact information for making a complaint within the home; verbal or written.	Act s.78 (2)(f) IP #12		
28. Name and telephone # of the Director and the person designated by the Director to receive complaints.	Act s.78 (2)(f) Reg. 224 (1) (8) IP #13	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	

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29. Explanation of the duty to report potential harm or risk of harm to a resident.	Act s.78 (2)(d) Act s.24 IP #11	<p>Include a list of areas of harm or risk of harm that must be reported including neglect, abuse, incompetent treatment, unlawful conduct, misuse, misappropriation of funding or resident's funds.</p> <p>Include information explaining that residents are not required to report however residents have the option to report, i.e. they have the right to report however they are not obligated to report.</p> <p>Include that Regulated Health Professionals are required by law to report however staff, family and volunteers are expected to do so as well.</p> <p>* Refer to memo from Tim Burns, Director of Performance Improvement and Compliance Branch, MOHLTC, posted on www.ltchomes.net (Compliance Transformation Section) and titled "Clarification of Mandatory and Critical Incident Reporting Requirements-Aug 4, 2010" to be sure your package is accurate.</p>	
30. Explanation of whistle blowing Protections.	Act s.26 (1) Act s.78 (2)(q) IP #29	Include information about protection (i.e. no legal or other action can be taken for reporting incidents mentioned above) and retaliation (i.e. a resident cannot be discharged, staff dismissed or threatened with retaliation such as discipline or suspension).	