

FREQUENTLY ASKED QUESTIONS: INSPECTIONS

1. Does the RHRA notify retirement homes before an inspection is done?

The RHRA is not required to provide prior notice of any type of inspection, including routine inspections. However, our inspectors will generally provide notice of routine inspections the day before the inspection takes place.

2. What happens if key staff members of the retirement home are not available when an RHRA inspector arrives to conduct an inspection?

Specific staff members are not required to be in the retirement home during the inspection. There only needs to be a staff member present to retrieve the required documents. If a key staff member (such as the retirement home's operator or general manager) is not present during the inspection and would like to be debriefed the following day, the Inspector will accommodate the request..

3. What can a retirement home operator do if they disagree with the findings of an RHRA Inspector?

Operators are given the opportunity to address any compliance issues raised by the Inspector during the inspection, at the inspection debrief, and again in response to the draft inspection report. Operators are encouraged to address issues as soon as possible before the final inspection report is prepared.

4. After an inspection has been completed, how soon will the retirement home operator be notified of any findings of non-compliance?

RHRA Inspectors communicate findings of non-compliance during the inspection debrief. An Inspector may not be able to conduct a full debrief on the day of inspection if further information is needed. However, the retirement home operator will be advised of all findings of non-compliance prior to receiving the draft inspection report.

The RHRA encourages all retirement home operators to start addressing areas of non-compliance identified by the inspector immediately following the inspection debrief – there is no reason to wait until the draft inspection report has been prepared.

5. How can retirement home operators best prepare for the documentation review that takes place during an inspection?

Retirement home operators should have their policies and procedures well organized and in an accessible location, not only for RHRA Inspectors, but also to ensure that the policies and procedures are readily accessible for staff of the retirement home at all times.

Some retirement homes choose to keep an ‘inspection binder’ of policies, procedures and training records. This is helpful for Inspectors if the binder is up-to-date and contains the same policies which staff of the retirement home are currently being trained on.

6. How can retirement home operators best demonstrate evidence of staff and volunteer training for RHRA Inspectors?

Some retirement homes keep a master training record or attendance sheet setting out the training and the date upon which it was completed by each staff member or volunteer. This is acceptable as long as the record demonstrates training on the site-specific policies of the retirement home (and not simply generic templates).

It is up to licensees to determine their procedures for recording the training provided to staff who work in the home, and any volunteers who participate in the lives and activities of residents.

7. What do RHRA inspectors look for with respect to the approval of plans of care by residents and their substitute decision makers?

RHRA Inspectors look for communication between the home and the resident or their Substitute Decision Maker (SDM) about the plan of care and any revisions made to it. The RHRA recognizes that an actual signature demonstrating approval of the plan of care, or a revision to it, may not be practical in each situation; however, Inspectors will require some evidence of approval for changes. What is appropriate in each situation will vary based on the circumstances at hand.

Subsection 62(9) of the *Retirement Homes Act, 2010* requires licensees to:

- ensure that the resident’s plan of care, and any revisions made to the plan of care, are approved by the resident or their substitute decision maker (SDM); and
- provide a copy of the plan of care, or any revisions to the plan of care, to the resident or their SDM.

It is up to licensees to determine their procedures for meeting these requirements.

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