

## Substantiated Complaints in Senior's Care Facilities

### Terms and Definitions of Complaint Categories:

**Care and/or supervision:** Ensures adequate care and/or supervision of residents by maintaining and following individual plans of care for every resident. Resident's are protected from financial abuse, emotional abuse, physical abuse, sexual abuse and neglect.

**Hygiene and communicable disease control:** This makes sure that facilities maintain acceptable levels of hygiene, communicable disease control practices and other practices in order to avoid compromising the health and safety of residents.

**Licensing:** This category contains a number of administrative requirements for compliance and ensures that the duty to inform the medical health officer of any significant changes to the operation of the facility is done.

**Medication:** Resident's medications are to be stored, administered and recorded according to the requirements in the regulations and established by the medication safety and advisory committee assuring that legislated requirements are met.

**Nutrition and food services:** Nutritional content of meals (food and fluids) meets the Canada Food Guide Standards and the needs of the persons in care and that it is delivered safely.

**Physical facility, equipment and furnishings:** That all equipment and furnishings in the facility are in sanitary and working condition and that they are safe, free from hazards, in good repair, and appropriate for the needs of the residents.

**Policies and procedures:** Ensures that written policies and procedures are in place to guide staff in all matters regarding the care and/or supervision of residents.

**Program:** Residents are to be offered, without charge, an ongoing program of physical, social and recreational activities. An indoor and outdoor recreation area should be provided that is easily accessible and safe with a planned program that is designed to meet the needs of residents.

**Records and reporting:** That records are kept on facility matters and matters that guide staff in ensuring the health and safety of residents and that the facility is compliant according to the regulations.

**Staffing:** Makes certain that the facility has sufficient staff who possess adequate training and experience to meet the care, supervision and activity needs of the residents and that their basic health and competency standards enables them to carry out their duties effectively.