

**Home-related – Mandatory**

Home Name: \_\_\_\_\_ Inspection Number: \_\_\_\_\_ (hard copy use only)  
Date: \_\_\_\_\_

Inspector ID: \_\_\_\_\_

**Definition / Description**

**Nutrition care and hydration programs:** The organized program of nutrition care and dietary services required under paragraph 11(1)(a) of the Act; and the organized program of hydration required paragraph 11(1)(b) of the Act.

**Use**

The home-related mandatory IP is used while observing the home’s dining service during the Resident Quality Inspection of the LTC home.  
The inspector may also use this IP to inspect dining concerns during any type of inspection.  
The inspection focuses on the licensee’s obligations to meet the requirements of the *Long Term Care Homes Act, 2007 and Ontario Regulation 79/10* in the following areas:

LTCHA s. 3	Residents’ Bill of Rights
LTCHA s. 11	Dietary services and hydration
LTCHA s. 15	Accommodation services
O. Reg. 79/10 s. 71	Menu planning
O. Reg. 79/10 s. 72	Food production
O. Reg. 79/10 s. 73	Dining and snack service

**Procedure**

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains two (2) parts:  
Part A- Resident risk and care outcomes (mandatory)  
Part B- Contributing factors

During the Resident Quality Inspection:

1. The assigned inspector (1) observes a full meal service on Day One of the RQI (any meal) in at least one (1) dining area. This includes observing any residents who may be receiving meal service in their rooms in the same home area. The inspector will observe the dining process until residents have finished eating. Consideration should be given to selecting a dining area in a dementia-care area when

possible.

2. The assigned inspector (1) completes the applicable questions in Part A.
3. The inspector will document the dining location, date, and time of meal service observed.
4. The inspector may interview residents to confirm or validate observations, and to assess food palatability and temperature.
5. The team will discuss whether additional dining observations are warranted including completion of relevant Part B questions and/or other IPs relevant to the area(s) of concern. If deficiencies are identified related to a specific resident, inspector(s) may initiate completion of the Nutrition and Hydration IP.
6. The inspector(s) must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

**Notes:**

- *Subsequent meal observations for concerns identified during the first full meal can occur at any time during the inspection process.*

**PART A: Resident Risk and Care Outcomes**

**Resident / Substitute Decision-Maker Interviews**

Interview resident / SDM or designate to:

- Confirm or validate observations ask: "How was your meal?"
- Assess food palatability and temperature
- Assess satisfaction with dining service

**Information Gathering**

**Notes**

**Staff Interviews**

Conduct staff interviews to determine:

- How the dining rooms and / or other locations where residents eat are monitored to ensure the residents' needs are accommodated
- Whether food and beverages that are appropriate for residents' diets are accessible to staff and available to residents on a 24-hour basis.

**Information Gathering**

**Notes**

**Observations / Provision of Care**

Observe whether staff:

- Talk with and engage residents for whom they are providing assistance
- Promote a relaxed environment
- Allow residents the time needed to complete their meal
- Are speaking with residents politely and respectfully

- Encourage and assist residents to consume both food and beverages
- Communicate the menu choices to residents
- Follow hand hygiene and safe food handling practices
- Promote safe positioning and eating assistance.

**Information Gathering**

Notes

**General Questions**

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are appropriate food and beverages for all residents' diets accessible to staff and available to residents on a 24-hour basis?	r. 71 (7)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the daily and weekly menus communicated to residents?	r. 73 (1) 1
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home, furnishings and equipment kept clean and sanitary?	s. 15 (2) (a)
<b>Notes</b>					

**Dining Service**

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is meal service provided in a congregate dining setting unless a resident's assessed needs indicate otherwise?	r. 73 (1) 3
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there appropriate furnishings and equipment in resident dining areas, including comfortable dining room chairs, tables at an appropriate height to meet the needs of all residents, and appropriate seating for staff that are assisting residents to eat?	r. 73 (1) 11
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents monitored during meals, including residents eating in locations other than dining areas?	r. 73 (1) 4
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a process to ensure that food service workers and other staff assisting residents are aware of the residents' diets, special needs and preferences?	r. 73 (1) 5
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the menu cycle include alternate choices of entrees, vegetables and desserts at lunch and dinner?	r. 71 (1) (c)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the menu cycle include alternate beverage choices at meals and snacks?	r. 71 (1) (d)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are planned menu items offered and available at each meal and snack?	r. 71 (4)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are meals served course by course unless otherwise indicated by the resident or the residents' assessed needs?	r. 73 (1) 8
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is sufficient time provided for residents to eat at their own pace?	r. 73 (1) 7
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee fully respected and promoted the resident's right to be treated with courtesy and respect and in a way that fully recognizes their individuality and respects their dignity?	s. 3 (1) 1
<b>Notes</b>					

**Positioning & Assistance**

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are proper techniques used to assist residents with eating, including safe positioning of residents who require assistance?	r. 73 (1) 10
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do staff members assist only one or two residents at the same time who need total assistance with eating or drinking?	r. 73 (2) (a)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents provided with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible?	r. 73 (1) (9)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents who require assistance with eating or drinking only served a meal when someone is available to provide the assistance?	r. 73 (2) (b)
<b>Notes</b>					

**Food Quality and Safe Food Handling**

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are food and fluids served at a temperature that is both safe and palatable to the residents?	r. 73 (1) 6
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all food and fluids prepared, stored, and served using methods which preserve taste, nutritive value, appearance and food quality?	r. 72 (3) (a)
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all food and fluids prepared, stored, and served using methods which prevent adulteration, contamination and food-borne illness?	r. 72 (3) (b)
<b>Notes</b>					

**PART B: Contributing Factors**

*(Complete applicable questions if non-compliance is identified in Part A)*

**Dining**

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a full breakfast available to residents up to at least 8:30 a.m. and the evening meal not served before 5:00 p.m.?	<b>r. 71 (6)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject to compliance with subsection 71(6) of the regulation, has the Residents' Council reviewed the meal and snack times?	<b>r. 73 (1) 2</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all menu substitutions communicated to residents and staff?	<b>r. 72 (2) f)</b>
<b>Notes</b>					

**Kitchen and Food Services**

No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there are policies and procedures for the safe operation and cleaning of equipment related to: <ul style="list-style-type: none"> <li>• the food production system</li> <li>• dining and snack service</li> </ul> and that staff comply with these policies and procedures?	<b>r. 72 (7) (a)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for all the equipment related to: <ul style="list-style-type: none"> <li>• the food production system</li> <li>• dining and snack areas</li> <li>• and that staff comply with this schedule?</li> </ul>	<b>r. 72 (7) (b)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for: <ul style="list-style-type: none"> <li>• the food production areas</li> <li>• servery areas, and</li> <li>• dishwashing areas</li> </ul>	<b>r. 72 (7) (c)</b>

				• and that staff comply with this schedule?	
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there institutional food service equipment with adequate capacity to clean and sanitize all dishes, utensils and equipment related to food production and dining and snack service?	<b>r. 72 (6) (c)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home, its furnishings and equipment maintained in a safe condition and in a good state of repair?	<b>s. 15 (2) (c)</b>
<b>Notes</b>					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care / services areas. When this occurs, the inspector will document reason(s) for further inspection in ad hoc notes, select and complete other relevant IPs related to dining observation, for example:

- Accommodation Services – Housekeeping
- Accommodation Services – Maintenance
- Food Quality
- Infection Prevention and Control
- Nutrition and Hydration
- Personal Support Services
- Quality Improvement
- Safe and Secure Home
- Snack Observation
- Sufficient Staffing
- Training and Orientation