



Long-Term Care Accommodation Standards Checklist

March 2007

Alberta

LONG-TERM CARE ACCOMMODATION STANDARDS CHECKLIST

ORGANIZATION: _____

FACILITY: _____

ADMINISTRATOR: _____

MANAGER: _____

INSPECTORS: _____

DATE: _____

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PHYSICAL ENVIRONMENT

The physical environment relates directly to the real property of the organization.

Physical environment standards ensure that all real property is maintained in such a way as to secure the physical comfort and safety of all persons at all times that make use of the organization's real property.

The physical environment can have profound impacts on the physical safety, atmosphere, and comfort of the Facility. A clean and safe physical environment promotes the well being of all people using the Facility (Residents and/or their representatives, Employees, visitors and Service Providers). A pleasant and comfortable atmosphere promotes a greater sense of "home" in Facility.

Standard 1 Fire Regulations

The Facility must comply with fire regulations associated with the regular inspection, maintenance, servicing, and replacement of buildings and equipment.

1.1 The Operator must ensure that the Facility has a Fire Safety Plan in place in accordance with the Alberta Fire Code.

<i>INDICATOR</i>	<i>COMMENTS AND OBSERVATIONS</i>	
Fire Safety		
1. Is the Fire Safety Plan prepared in cooperation with the fire department and other applicable regulatory authorities?	Y	Indication of the cooperation and approval from the fire department or other applicable regulatory authority of the Fire Safety Plan must be obtained.
	N	

Standard 2 Maintenance of Real Property

The real property is properly maintained.

- 2.1 The Operator must ensure that a preventative maintenance and repair program is in place to inspect, prevent and/or minimize the deterioration of Facility supplied furniture; and/or minimize the breakdown of equipment and/or unnecessary deterioration of buildings; and provide repair, service, and replacement of components as needed.**
- 2.2 The Operator must ensure that the Facility is in safe condition and in good repair. Hallways, stairways, exits and ramps are well lit and kept clear of objects that could cause falls or obstruct passage.**
- 2.3 The Operator must comply with all elements of the Alberta Building Code.**
- 2.4 The Operator must ensure that sidewalks, exterior stairs and ramps are kept clear, unobstructed and well lit, and reasonably free of ice and snow in the winter. Grounds are maintained and remain free of hazards. Adequate drainage is provided to minimize sidewalks and other walkways being slippery when wet and icy in winter.**

Standard 2 Maintenance of Real Property		
INDICATOR	COMMENTS AND OBSERVATIONS	
Structure Maintenance		
1. Does the Operator have a preventative maintenance and repair program?	Y	If yes, refer to “ Schedule ‘A’ - Review documentation on maintenance and repair program with maintenance personnel.
	N	
2. Is the Facility exterior finished to provide a waterproof, windproof and weatherproof condition as to roof surfaces in good condition, applicable to the roofing material; exterior cladding cracked or loose and are doors and windows, safe and secure?	Check evidence that roofing material and exterior cladding is in good repair.	
	Doors open properly, windows are not broken or in need of replacement. Lock hardware present on appropriate doors and windows.	
3. Are screens present on all opening windows?	Y	
	N	
	N/A	
4. Are hallways, stairways and exits safe, clear of objects and well lit to prevent falls?	Check that there is no obstruction of passageways and exits and all are well lit. Handrails are present where needed and in safe repair. Check handrails for separations, broken holders and etc.	
	Y	N
Grounds and Yards		
5. Does the Operator have procedures for the removal of snow and ice specifying who is responsible and when it is to be completed?	Y	Check procedures to ensure that those specifics are included.
	N	
6. Are grounds and walkways maintained and safe from hazards?	Check for overall cleanliness and safety issues. (e.g. Adequate drainage around walkways, no cracked or raised sidewalks; they are safe and well lit; grounds clear of refuse; no unsafe areas and etc.)	
	Y	N
Kitchen and Storage		
7. Are floor coverings clean and in good repair?	Check for cleanliness and wear.	
	Y	N
8. If rubber or plastic mats are used in kitchen, are they easily removed for cleaning and sanitizing?	Check schedule for cleaning mats	
	Y	N
	N/A	

Standard 3 Heating and Ventilation Systems		
<p>Heating and ventilation systems are operated at a level that maintains the Facility at a temperature that supports the comfort of the majority of the Residents.</p> <p>3.1 In common areas and where Residents are unable to adjust the temperature of their personal spaces, the Operator must ensure that the Facility is maintained within a temperature range of 22 to 28 degrees Celsius or introduce measures to maintain Resident comfort.</p>		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator monitor the comfort level related to temperature of the Residents and Employees when they are unable to adjust the controls?	Y	Check the Resident interview. Temperature Range should be maintained within 22 – 28 degrees C. or at a level that maintains Resident comfort.
	N	

Standard 4 Pleasant and Comfortable Environment		
<p>A pleasant and comfortable environment is provided to Residents.</p> <p>4.1 The Operator must promote a “Home-like” environment in Residents’ rooms by providing window coverings and room finishes.</p> <p>4.2 The Operator must ensure that common areas incorporate wall decorations, window coverings and room finishes that create a “Home-like” environment.</p>		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator ensure that Resident rooms incorporate window coverings and room finishes that create a “Home-like” environment?	Y	This will also be asked in the Resident interviews.
	N	
2. Does the Operator ensure that common areas incorporate wall decorations, window coverings and room finishes that create a “Home-like” environment?	Check the common areas for attractiveness and “Home-like” atmosphere, such as pictures, wall hangings and decorative items.	
	Y	N

HOSPITALITY SERVICES

Hospitality Services relate to the provision of the following services:

- Meals;
- Housekeeping; and
- Laundry and linen.

Residents move into long-term care because they are no longer able to meet many of their own basic needs. Hospitality Services that offer Residents assistance and choice in safely meeting the daily requirements of living to help Residents maintain their sense of independence.

Standard 5 Food Handling Hygiene

Food products are handled throughout storage, preparation, service and presentation in a manner that prevents contamination.

5.1 The Operator must ensure that Employees are trained in safe food handling; receive orientation from the holder of a food safety certificate and receive annual education in safe food handling.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator ensure that Employees in the food area have food safety training from an individual who holds a food safety certificate as authorized by local jurisdiction?	Y	Operators should ensure that Employees have the knowledge and skills to enable them to handle food hygienically. Check training records.
	N	
2. Is there one employee with a food safety certificate present?	Y	Check schedule and verify that one kitchen employee per shift is present that has a food safety certificate.
	N	
3. Does the Operator ensure an employee that has training in safe food handling is present on each shift?	Y	
	N	
4. Do Operators provide on going training for food safety education at least annually?	Y	Verify training documentation.
	N	

Standard 6 Food Preparation, Cleaning and Sanitation				
<p>A written sanitation program is in place to monitor and control all elements that ensure food safety including areas, equipment and utensils to be cleaned, chemicals and procedures to be used; and the maintaining of inspection and monitoring records.</p> <p>6.1 The Operator must ensure that measures are taken to ensure the safe preparation of food as well as the sanitary handling of waste.</p>				
<i>INDICATOR</i>	<i>COMMENTS AND OBSERVATIONS</i>			
1. Does the Operator have a written sanitation program?	<table border="1"> <tr> <td>Y</td> <td rowspan="2"></td> </tr> <tr> <td>N</td> </tr> </table>	Y		N
Y				
N				

Standard 7 Control of Food Storage and Handling				
<p>Food storage and handling procedures are in place to monitor and control the risk of food contamination.</p> <p>7.1 The Operator must ensure that food is stored safely (i.e., dry, refrigerated and frozen, where applicable), handled safely (i.e., thawing, heating, and cooling) and protected from contamination.</p>				
<i>INDICATOR</i>	<i>COMMENTS AND OBSERVATIONS</i>			
1. Does the Operator have a Public Health Inspection report that has approved safe food storage and handling?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Check for written processes for safe food storage and safe food handling. Check the Public Health Inspection report.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Check for written processes for safe food storage and safe food handling. Check the Public Health Inspection report.	N
Y	Check for written processes for safe food storage and safe food handling. Check the Public Health Inspection report.			
N				

Standard 8 Permits and Licenses					
<p>Where the Facility operates a food establishment, it maintains a valid permit.</p> <p>Where a Facility sells liquor to Residents and/or visitors, it has a valid license.</p> <p>8.1 The Operator must ensure that required food establishment permits and liquor licenses are current and posted.</p>					
<i>INDICATOR</i>	<i>COMMENTS AND OBSERVATIONS</i>				
1. Does the Operator have a current Food Establishment Permit?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Check for permit and that it is current (annually).</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Check for permit and that it is current (annually).	N	
Y	Check for permit and that it is current (annually).				
N					
2. Does the Operator have a Liquor Permit?	<table border="1"> <tr> <td>Y</td> <td rowspan="3">Verify liquor license is current and for what Facility.</td> </tr> <tr> <td>N</td> </tr> <tr> <td>N/A</td> </tr> </table>	Y	Verify liquor license is current and for what Facility.	N	N/A
Y	Verify liquor license is current and for what Facility.				
N					
N/A					

Standard 9 Menu Planning and Review

Menus for Residents are planned to ensure meals, fluids and snacks meet *Canada's Food Guide* as published by the Government of Canada.

- 9.1 The Operator must ensure that each Resident is offered safe, palatable, nutritious, appealing foods and fluids in sufficient quantity to meet his or her nutrition needs and provide adequate hydration.**
- 9.2 The Operator must ensure that a minimum three-week cyclical menu is reviewed and approved in accordance with Canada's Food Guide by a registered dietitian.**
- 9.3 The Operator must ensure that meals are planned, prepared and served, as far as is reasonably practical, to recognize Residents' food preferences, religious practices and cultural customs. Practices will be put in place that solicit Residents' opinions and provide feedback to Residents and/or their representatives.**
- 9.4 The Operator must ensure that the menus offer variety, seasonal variation and provide choices from within at least one food group at every meal.**
- 9.5 The Operator must ensure that menu substitutions are made from within the same food groups and provide similar nutrient value.**
- 9.6 The Operator must ensure that menus are communicated to Residents in an appropriate manner for the Residents.**
- 9.7 The Operator must ensure that a record of meals served and any substitutions made to the Facility menu is maintained for at least the past three months.**

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Is a minimum three-week cyclical menu planned in accordance with <i>Canada's Food Guide</i> and approved by a registered dietitian?	Y	Verify if an approval letter or menus have been signed by qualified personnel.
	N	
2. Are there sufficient quantities of foods and fluids offered to meet nutrition and hydration needs?	Y	Check in Resident and family interviews for satisfaction for quantity of food and drink available to meet nutrition and hydration needs.
	N	
3. Is the menu policy reviewed, at least annually, with consideration for seasonal variety?	Y	Check policy or documentation that verifies there is a review of menus for variety.
	N	
4. Are menus planned, as far as reasonably practical to recognize Residents' food preferences, religious practices and cultural customs?	Y	Ask about specific Resident cultural influence and check menus as to inclusion of these cultural and ethnic customs as well as choices that are available.
	N	

Standard 9 Menu Planning and Review		
INDICATOR	COMMENTS AND OBSERVATIONS	
5. Are menu substitutions made from the same food group and provide similar nutrient value?	Y	Check menu substitutions to ensure that they are from the same food group and provide similar nutrient value.
	N	Are alternates provided for food preferences (i.e. liver, pork with alternates)?
6. Is there a record of menus and changes kept from the past 3 months?	Y	Check documentation, noting changes to menu items that they fall in the same food groups.
	N	
7. Are menus communicated to the Residents in an appropriate manner?	Y	Check for menu boards, announcements and similar communication ideas.
	N	
8. Does the Operator have in place practices that solicit feedback from the Residents and/or their representatives on menu ideas and provide communication back to the Residents and/or their representatives.	Y	Check for surveys, questionnaires and etc., which would indicate the Facility does solicit Resident and family feedback.
	N	

Standard 10 Meal Scheduling		
A consistent and appropriate schedule for meals, fluids and snacks is developed and maintained.		
10.1 The Operator must ensure that meals, fluids and snacks are provided or available to Residents at times of the day that have been established in collaboration with Residents and/or their representatives.		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Is there consistent scheduling of meals?	Y	Check scheduling to verify meal times.
	N	
2. Has scheduling of meals been established in collaboration with Residents and/or their representatives?	Y	Verify with interview of Residents and/or their representatives.
	N	
3. <i>Where applicable, do Residents have free access to snacks and fluids between meals?</i>	<i>Check snack and fluids availability</i>	

Standard 11 Meal Service	
Where Residents are provided with a meal, fluid or snack, they are nutritious, tasteful, safe and pleasingly presented.	
11.1 The Operator must ensure that meals, fluids and snacks are provided to the Resident at a temperature and in a manner that promotes comfort and safety.	
INDICATOR	COMMENTS AND OBSERVATIONS
1. Are the meals, fluids and snacks nutritious, tasteful, safe and pleasingly presented?	Verify with Resident interviews. Y N
2. Are meals, fluids and snacks provided so that hot foods are served hot and cold food, cold?	Verify with Resident interviews. Y N

Standard 12 Textured - Modified Diets				
Whenever Textured-Modified Diets are provided to Residents, they are appropriate and properly prepared.				
12.1 The Operator must ensure that Texture-Modified Diets are approved by the appropriate health care professional and prepared by Employees educated in the preparation of Texture-Modified Diets using Appropriate Food Preparation Equipment. Texture-modified choices must be high quality and nutrient dense.				
INDICATOR	COMMENTS AND OBSERVATIONS			
Are Textured-Modified Diets provided?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">If yes, proceed to #1.</td> </tr> <tr> <td>N/A</td> </tr> </table>	Y	If yes, proceed to #1.	N/A
Y	If yes, proceed to #1.			
N/A				
1. If yes: are Textured-Modified Diets approved by an appropriate health professional or a registered dietician?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Verify documentation.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Verify documentation.	N
Y	Verify documentation.			
N				
2. Are the Textured-Modified Diets prepared by Employees educated in Textured-Modified Diet preparation?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Verify documentation of education for Textured-Modified diet preparation.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Verify documentation of education for Textured-Modified diet preparation.	N
Y	Verify documentation of education for Textured-Modified diet preparation.			
N				

Standard 13 Housekeeping Services

A clean, safe and comfortable environment is provided for Residents, Employees and visitors.

- 13.1 The Operator must ensure that Housekeeping Services follow proper cleaning, hygiene and disease-control procedures (i.e., minimizing cross contamination, prevention and control of infection, the proper use of cleaning supplies and equipment).**
- 13.2 The Operator must ensure that all areas (i.e., Resident rooms and common areas) of the Facility are cleaned and sanitized on a cyclical basis, as well as on an as-needed basis while respecting Residents’ preferences as much as possible and include infection-control procedures.**
- 13.3 The Operator must ensure that mechanisms are in place to minimize unpleasant odours. (e.g., lids on dirty laundry hampers, garbage containers).**
- 13.4 The Operator must ensure that Residents and/or their representatives, Employees, volunteers and Service Providers are educated on an on-going basis about the risks of infection and about their role in preventing infections.**

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Are cleaning procedures and schedules of Resident rooms, common areas and public and staff washrooms done on a cyclical basis as well as an as needed basis?	Y	Documented schedules and assignment of duties should be verified.
	N	
2. Are Residents and/or representatives notified of the schedule?	Y	Check Resident orientation forms, handbook or ask on interview.
	N	
3. Are procedures for cleaning in place to prevent cross contamination and provide infection control?	Y	Check written processes.
	N	
4. Are Residents and/or representatives, Employees and Service Providers educated on an on-going basis about the risks of infections and their role in preventing infections?	Y	Check education as to training, and/or seminars on infections and infection control for Employees and Service Providers. Check on procedures that assist Resident and/or representatives on preventing infections.
	N	
5. <i>Is cleaning equipment in good condition?</i>	<i>Check equipment for effectiveness and safety.</i>	
		Y
		N
6. <i>Is the Facility clean and tidy?</i>	<i>Check for overall cleanliness and tidiness.</i>	
		Y
		N

Standard 13 Housekeeping Services		
INDICATOR	COMMENTS AND OBSERVATIONS	
7. Are common areas and public washrooms clean and tidy?	Check for overall cleanliness.	Y
		N
8. Where odours are evident, are processes in place to minimize those odours?	Check areas that odours may occur; (e.g., dirty laundry hampers without covers, garbage cans not emptied.)	Y
		N

Standard 14 Laundry and Linen Services		
Where bedding, towels or common linens are provided, they must be clean, fresh, in good condition, dry and sanitary.		
14.1	The Operator must ensure that where supplied, an adequate supply of bedding, towels and common linens is maintained, in keeping with the utilization needs of Residents.	
14.2	The Operator must ensure that supplied bedding, towels and common linens are cleaned and maintained in good condition.	
14.3	The Operator must ensure that supplied bed linens and towels are changed in a scheduled fashion to meet individual Residents' hygienic needs but at least weekly.	
14.4	Where the Operator does not provide bed linens and towels, they must ensure that bed linens and towels are changed in a scheduled fashion to meet individual Residents' hygienic needs but at least weekly.	
14.5	The Operator must ensure that Laundry and Linen Services follow required practices for the prevention of and control of infection.	
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Where the Operator provides bed linens and towels, are changes made on a scheduled, cyclical basis, at least weekly?	Y	Check room cleaning schedules.
	N	
2. Is an adequate supply of bedding, towels and common linens, in good condition, maintained depending on the service provision?	Y	Check linen storage units. This may be determined by the organization based on Resident information.
	N	
3. Do laundry and linen procedures contain prevention of cross contamination and infection control?	Prevention of cross contamination and infection control procedures are observed and employees are trained in infection control guidelines.	
	Y	N
4. Are clean linens stored separately from dirty laundry and laundry services separate from meal service areas?	Check location of laundry room in relation to storage of clean linens and meal service areas..	
	Y	N

SAFETY SERVICES

Safety services relate to promotion, planning and monitoring for the safety of Residents, visitors, volunteers and Employees.

Safety services standards are designed to facilitate the health, safety and well being of Residents, visitors and Employees.

It is imperative that a Facility maintains the greatest possible sense of safety for all users, including Residents and their representatives, visitors, volunteers, Employees and Service Providers. The Operator is responsible to promote safety through the physical design and layout of the Facility, and the ongoing inspection and maintenance of Facility equipment and safety systems.

Standard 15 Emergency Preparedness Plan

An Emergency Preparedness Plan is in place to deal with emergencies (other than Fire) that may require rescue or evacuation. The plan is communicated and made available to Residents and/or their representatives, visitors, volunteers, Employees and Service Providers.

(Note: Fire Emergency Plans are covered under STANDARD 1 – Fire Regulations.)

15.1 The Operator must ensure that an Emergency Preparedness Plan is in place to deal with non-fire related emergencies such as loss of heat, power and water or excessive heat.

15.2 The Operator must ensure that emergency plans are in place for the disruption of Hospitality Services (i.e., meals, housekeeping, laundry and linen).

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator have a current Emergency Preparedness Plan developed with Employees that includes non-fire related emergencies such as disruption of services that may require rescue or evacuation?	Y	Check Emergency Preparedness Plan. (e.g., Loss of heat, power and water or excessive heat, to provide continuation of services for the Residents.)
	N	
2. Does the Operator communicate the Emergency Preparedness Plan to Residents and/or their representatives, visitors, volunteers and Employees?	Y	Check Operator's communication process of Emergency Preparedness Plan.
	N	
3. Does the Operator ensure that the emergency plan is kept current?	Y	Check policy and procedures for updating the emergency plan.
	N	
4. Does the Operator ensure emergency plans are in place for the disruption of Hospitality Services (meals, housekeeping, laundry and linen)?	Y	Check policy and procedures for disruption of Hospitality Services.
	N	
5. Does the Operator have emergency plans for outbreak of illness?	Y	Check outbreak policy, procedures and/or plans.
	N	

Standard 16 Prevention of Abuse

Written processes are developed and maintained that promote the prevention of abuse of Residents.

- 16.1 In Facilities where the *Protection for Persons in Care Act* applies, the Operator must ensure that written processes that adhere to the requirements of the *Act* are developed and maintained.**
- 16.2 In Facilities where the *Protection for Persons in Care Act* applies, the Operator must ensure that information brochures and posters on abuse of Residents and the *Act* are readily available and visible in Resident areas in prominent locations.**
- 16.3 The Operator must ensure that written processes are developed and maintained that require all Employees and Service Providers to receive education on identification, prevention and reporting of abuse or suspected abuse of Residents.**

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator have written documentation developed and maintained that require all Employees and Service Providers to receive education on identification, prevention and reporting of abuse or suspected abuse of Residents?	Y	Check written process for reporting and complainant protection.
	N	
2. Does the Operator ensure that Employees receive education on identification, prevention and reporting of abuse or suspected abuse of Residents?	Y	Check employee handbooks or orientation documentation.
	N	

Standard 17 Resident Safety

Written processes that promote Resident safety are developed and maintained.

- 17.1 The Operator must ensure that the Facility has sufficient supervision on-site 24-hours per day to meet the safety needs of all Residents.**
- 17.2 The Operator must ensure that all Residents are accounted for on a daily basis.**
- 17.3 The Operator must ensure that all incidents that breach Resident safety occurring within the Facility and surrounding grounds, as well as the actions taken to address the incidents, are documented.**
- 17.4 If the Facility has a security system, the Operator must ensure that the security system is properly maintained, inspected and tested on a regularly scheduled basis.**
- 17.5 An Employee/Resident communication system and/or emergency call system appropriate to the type of building and Residents being served has been developed and is properly maintained, inspected and tested on a regularly scheduled basis.**
- 17.6 The Operator must ensure that Employees and Service Providers are educated in any emergency call system established by the Facility.**

INDICATOR	COMMENTS AND OBSERVATIONS		
1. Does the Operator ensure that sufficient supervision is on site to meet the safety and security needs of all Residents?	Y		
	N		
2. Is there a process that accounts for Residents on a daily basis?	Y		
	N		
3. Is there a reporting system that documents safety and security incidents that occur within the Facility and surrounding grounds and what remedial action has been taken?	Y	Verify through safety incident reports.	
	N		
4. Does the Operator ensure Residents, Employees and Service Providers are educated on the use of the emergency call system?	Y	Verify on Resident orientation and Resident interviews.	
	N		
	N/A		
If the Facility has a security system, proceed through indicators, 5 & 6:			
5. Does the Operator conduct and maintain records of inspections of security system?	Y	Inspections are defined as actively setting the door alarms off on a regular time frame. Records should be kept of the dates of door checks (every 3-4 months or more often in winter months) to ensure they are in working order.	
	N		
6. Does the door alarm activate when panel is armed and door opened?	Activate door alarm.		Y
			N
			N/A

Standard 17 Resident Safety		
INDICATOR	COMMENTS AND OBSERVATIONS	
If the Facility has an employee/Resident communication system and/or emergency call system, proceed through indicators, 7 & 8:		
7. Does the Operator conduct and maintain records of inspections of emergency response system?	Y	Check testing and inspection records. (Records should indicate that at least quarterly inspections are being completed.)
	N	
8. Does the emergency response system signal when activated?	Check to see that the response system activates and then if the procedures for responding is carried out.	
		Y
		N
		N/A

Standard 18 Water Temperature Safety		
Water temperatures for personal use in areas used by the Residents are maintained at levels that support Resident safety and safe bathing procedures.		
18.1	The Operator must ensure that safe water temperatures as defined in S 7.2.3.6 of the Alberta Building Code, intended for personal use by the Residents are maintained through Employee and Resident education, equipment maintenance, preventative maintenance monitoring and appropriate risk mitigation procedures. All maintenance or service personnel involved with the water system are required to be sufficiently knowledgeable to ensure a complete understanding of the function and proper operation of temperature gauges, water mixing valves and therapeutic tub controls.	
18.2	The Operator must ensure that a sufficiently knowledgeable Employee or Service Provider tests the hot water temperature flowing into each therapeutic tub each day prior to the first bath of the day and documents the temperature in a logbook or log sheet kept in the tub room.	
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator have process that ensures safe water temperatures for Residents are maintained?	Y	Check written documentation as to training of Employees.
	N	

Standard 18	Water Temperature Safety		
INDICATOR	COMMENTS AND OBSERVATIONS		
2. Are maintenance/service personnel, involved with the water system, knowledgeable of the function and proper operation of temperature gauges, water mixing valves and therapeutic tub controls?	Y		
	N		
3. Is the hot water temperature of the therapeutic tub tested and recorded prior to the first bath of the day by a sufficiently knowledgeable Employee or Service Provider?	Check procedures for temperature monitoring and designation of who is to check and record temperatures. Check log book for recorded daily temperatures of the therapeutic tub.		Y
			N

PERSONAL SERVICES

Personal Services relate to the provision of a range of optional services that may be or are acquired at Residents' own expense. These may include assistance with Personal Laundry; personal choice services (e.g. hairdressing); Non-Emergency Transportation; and Social and Leisure Opportunities.

Residents benefit from the opportunity to have a choice of optional services that promotes their independence. They also benefit from the opportunity to form meaningful relationships with other Residents, Employees, volunteers and visitors and to choose whether to participate in the various activities they enjoy.

Standard 19 Personal Laundry

Within the design limitation of the Facility, equipment is provided to allow Residents, their representatives or Service Providers to do the Residents' Personal Laundry and/or the Facility offers a Personal Laundry service.

19.1 Where equipment (e.g., washer, dryer, iron and ironing board) and appropriate space is provided for use by Residents, their representatives or Service Providers to do the Residents' Personal Laundry, the Operator must ensure that the equipment and space is clean and in good repair.

19.2 Additionally or as an alternative, the Operator must provide a mechanism for Residents to pay for Personal Laundry to be done by the Facility.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator provide equipment (e.g. washer, dryer, iron and ironing boards) in an appropriate space?	Check laundry area that it is easily accessible, provides a safe and clean environment for the Residents their representatives and/or Service Providers to carry out laundry functions.	Y
		N
		N/A
2. Is the equipment in good repair and located in a clean and safe area?	Check for equipment that is safe and in good repair.	Y
		N
		N/A
3. Does the Operator provide a Personal Laundry service paid for by the Resident?	If yes, proceed to #4 If no, and equipment provided, then N/A	Y
		N
		N/A
4. If Personal Laundry service is offered, is there a procedure to identify (label) and account for Residents' personal laundry?	Check laundry identification procedures.	Y
		N
		N/A

Standard 20 Personal Choice Services

A variety of personal choice services that comply with all applicable licensing and standards (e.g. hairdresser and barber) may be offered based on the needs and preferences of the Residents.

20.1 If space is provided for personal choice services, the Operator must ensure that it is appropriate for the intended purpose.

20.2 Where personal choice services are provided directly or under contract, the Service Provider must comply with all applicable licensing and standards.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator ensure that Service Provider/s comply with all applicable licensing and standards?	Y	Check documentation, trade license and/or municipal business license if applicable.
	N	
	N/A	
Personal Choice Service Area		
2. Is the space clean and suitable for the intended purpose, and are furnishings and equipment maintained in good repair?		Check area for cleanliness, safe furnishings and equipment. (i.e. equipment and furnishings are in good repair; space is large enough to adequately provide safe movement of Residents and located in an easily accessible area.)
		Y
		N

Standard 21 Non-Emergency Transportation

If transportation is offered to Residents, it must conform to all traffic safety regulations.

21.1 The Operator must ensure that vehicles owned or leased by the Operator and used to transport Residents have valid registration and insurance, and are operated by licensed, qualified drivers.

INDICATOR	COMMENTS AND OBSERVATIONS	
Does the Operator have Resident transportation equipment?	Y	
	N	
	N/A	
1. If yes, does the vehicle have a valid registration?	Y	Verify documentation.
	N	
	N/A	
2. What process does the Operator use to ensure licensing of the driver?	Y	
	N	
	N/A	

Standard 22 Social, Leisure and Spiritual Opportunities

Residents are provided with options for a variety of Social and Leisure Opportunities that promote well being and enjoyment, as well as respond to the Resident’s physical, emotional, intellectual, spiritual, cultural and sensory needs and encourage as much autonomy as possible.

22.1 The Operator must ensure that Residents have the opportunity to provide input regarding Social and Leisure Opportunities.

22.2 The Operator must ensure that Residents are supported and assisted in maintaining their spiritual beliefs, religious observances, practices and affiliations.

22.3 The Operator must ensure that activities are communicated to the Residents.

22.4 The Operator must ensure that personnel, if retained to plan, develop, coordinate and deliver recreational and social activities have the education or knowledge to meet the Residents’ needs.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator provide opportunity for Resident input regarding social, leisure and recreational opportunities?	Y	Verify at Resident interviews.
	N	
2. Does the Operator support and assist Residents to maintain their spiritual beliefs, religious observances, practices and affiliations?	Y	Verify at Resident interviews.
	N	
3. Does the Operator retain knowledgeable personnel to plan, develop, coordinate and deliver recreational and social activities for the Residents?	Y	
	N	
4. <i>Are activities communicated to the Residents?</i>	<i>Look for a communication process.</i>	
		Y
		N

COORDINATION AND REFERRAL SERVICES

Coordination and Referral Services are a means to link Residents or their representatives with appropriate external services in a timely manner.

Individuals have varying needs, not all of which can be met by the Facility. Assistance with information, coordination and referral ranges from helping Residents to fill out forms, to establishing links with a variety of external services, (e.g. contacting health professionals, and assisting with pension information, tenant's insurance and other forms); and to providing Residents or their representatives with improved links to community services in order to promote greater well being, choice, and a high quality of life.

Standard 23 Assistance with Information , Coordination and Referral

Residents and/or their representatives are assisted with general information and contacts for relevant programs and services available in the community.

23.1 The Operator must ensure that current general information on relevant community, municipal, provincial, and federal programs is made available to Residents and/or their representatives.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator maintain or have access to current information on relevant community, municipal, provincial and federal programs?	Y	Verify in office interview.
	N	Observe for information displays.
2. Is resource information made available to Residents and/or their representatives?	<i>View Resident handbook, resource or information area.</i>	
		Y
		N

RESIDENTIAL SERVICES

Residential Services relate to housing access, costs, tenure, and amenities. Residential Services apply to both the Resident's private living space and common areas.

A Facility is ultimately the Resident's home. As such, Residential Services should be designed to provide Residents with a Home-like environment appropriate to their individual needs and capacities. Residents should feel relaxed, valued, and safe in their homes affirmed with the knowledge that their rights are being respected.

Standard 24 Residential Application, Orientation, Exit Process and Residential Services Contract Management

Written processes on access, services, and charges are developed and maintained including residential service agreements.

- 24.1 The Operator must ensure that a Facility provides appropriate forms and information to potential Residents and/or their representatives. Information must include:**
- **move-in and orientation to the unit and the Facility;**
 - **monthly basic accommodation charges, including a list of services and their monthly charge;**
 - **a list of optional personal services and charges;**
 - **notice period for any rate increases;**
 - **policies and forms regarding responsibility for Resident's personal possessions which have significant monetary or sentimental value;**
 - **policies and forms regarding money held by the Operator for the Resident's personal use; and**
 - **the concerns/complaint resolution process.**
- 24.2 The Operator must ensure that a residential services agreement which can stand alone or be part of another document is signed by the Resident or the Resident's representative and an authorized representative of the Facility. The agreement must clearly state the Residential Services provided, the rates charged for those services, notice periods for rate increases and terminations of services.**
- 24.3 The Operator must ensure a clearly documented process is in place for concerns/complaints resolution.**

Standard 24 Residential Application, Orientation, Exit Process and Residential Services Contract Management (cont.)		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Do Operators provide appropriate forms and information to potential Residents and/or their representatives?	Y	Check documentation. (Application forms, interview questions, pamphlets, handbook and etc.)
	N	
Does the information include:		
2. Move-in and orientation?	Y	Check move-in and orientation forms.
	N	
3. Basic monthly accommodation charges with included services?	Y	Check fee schedules.
	N	
4. A list of charges for optional personnel services not included in basic monthly charge?	Y	Check fee schedules.
	N	
5. Notice period for increasing rates?	Y	Check documentation for notice periods.
	N	
6. Is there a Residency or a Residential Tenancy Agreement signed by the Resident or their representative and an authorized representative of the Facility?	Y	Check a copy of the agreement.
	N	
7. Residential Services provided?	Y	
	N	
8. Rates charged for those services?	Y	
	N	
9. Reasons and processes for termination of services?	Y	Check documentation for termination procedures.
	N	
10. Does the Operator have a process to address complaint resolution?	Y	
	N	

Standard 25 Trust Accounts				
A trust account is opened and maintained to deposit funds held by the Facility on behalf of Residents for periods of greater than 31 days.				
25.1	The Operator will ensure that funds entrusted to the Facility by Residents and/or their representatives will be deposited into a trust account and returned upon receiving a demand in writing.			
25.2	The Operator will ensure that proper records, which Residents and/or their representatives can easily understand, are maintained free of charge with opening/closing balances and receipts for all transactions.			
INDICATOR	COMMENTS AND OBSERVATIONS			
1. Does the Operator have written processes to ensure that funds entrusted to the Facility by Residents and/or their representatives will be deposited into a trust account and returned upon receiving a demand in writing?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Check written processes.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Check written processes.	N
Y	Check written processes.			
N				
2. Does the Operator ensure that proper records are maintained free of charge with opening/closing balances and receipts for all transactions and are easily understood?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Check written processes that financial records are maintained free of charge. Check written statements for opening/closing balances and receipts for all transactions that are easily understood.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Check written processes that financial records are maintained free of charge. Check written statements for opening/closing balances and receipts for all transactions that are easily understood.	N
Y	Check written processes that financial records are maintained free of charge. Check written statements for opening/closing balances and receipts for all transactions that are easily understood.			
N				

Standard 26 Resident Property				
Written documentation is in place to reasonably safeguard the personal possessions of Residents.				
26.1	The Operator will ensure that all reasonable precautions are taken which holding Residents' personal property in safekeeping.			
26.2	The Operator will ensure that if Residents retains possession of items of monetary or sentimental value, the risk of loss or damage will be discussed with Residents and/or their representatives.			
INDICATOR	COMMENTS AND OBSERVATIONS			
1. Does the Operator have a written document that describe the precautions that will be taken when holding a Resident's personal property in safekeeping?	<table border="1"> <tr> <td>Y</td> <td rowspan="2"></td> </tr> <tr> <td>N</td> </tr> </table>	Y		N
Y				
N				
2. Does the Operator have written documents that show that if the Resident retains possession of items of monetary or sentimental value the risk of loss or damage is discussed with Resident sand/or their representatives?	<table border="1"> <tr> <td>Y</td> <td rowspan="2">Check documentation that shows the Operator has discussed with the Residents and/or their representatives the risk of loss or damage to Resident property of monetary or sentimental value.</td> </tr> <tr> <td>N</td> </tr> </table>	Y	Check documentation that shows the Operator has discussed with the Residents and/or their representatives the risk of loss or damage to Resident property of monetary or sentimental value.	N
Y	Check documentation that shows the Operator has discussed with the Residents and/or their representatives the risk of loss or damage to Resident property of monetary or sentimental value.			
N				

HUMAN RESOURCES

Human resources relate exclusively to Employees and volunteers and how they conduct themselves. Human resources standards ensure both the professionalism and accountability of any conduct or interaction with and/or relating to Employees and volunteers.

A Facility's human resources are one of its greatest assets. Employees (whether front-line or support Employees) who are skilled, qualified and fulfilled in their jobs are more likely to deliver services with professionalism relating to Residents, other Employees and volunteers.

Standard 27 Employment and Workplace Health and Safety Standards

Employment and workplace, health and safety standards are developed and maintained.

- 27.1 The Operator must ensure that Employees are aware of and have access to employee policy and procedure manuals.**
- 27.2 The Operator must ensure that Employees have written job descriptions detailing job qualifications, responsibilities and scope of function for their position.**
- 27.3 The Operator must ensure that during times when there is no health care professional on site, an Employee trained in Emergency First Aid is available on site.**

INDICATOR		COMMENTS AND OBSERVATIONS	
1. Do Employees have current written job descriptions detailing job qualifications and responsibilities for their position?	Y	Check job descriptions and job qualifications and responsibilities.	
	N		
2. Do Employees have written job duties as to the scope of their position?	Y	Are there job duties for each position?	
	N		
3. Do Employees have access to a current Employee Manual or Human Resource Policy and Procedure Manual?	Y	Does this become a walk through?	
	N		
4. Are cleaning chemicals and cleaning equipment, stored or placed in a locked area, when not in use?		Check to see if chemical rooms are locked and cleaning equipment is in a locked area when not in use. Carts may have locked areas for chemicals and do not have to be placed in a locked area.	
			N

Standard 28 Involvement in Resident Personal Affairs		
Written processes regarding Employee and volunteer involvement in Residents' personal affairs must address:		
<ul style="list-style-type: none"> • accepting gifts from Residents; • involvement in financial affairs, including Power of Attorney, Wills and Estates; and • involvement in non-financial affairs, including personal directives and guardianship. 		
28.1 The Operator must ensure that Residents and/or their representatives are notified of the Facility's policies.		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator develop and maintain written processes regarding Employee and volunteer involvement in Residents' personal affairs?	Y	Check written processes.
	N	
2. Does the Operator communicate this process to Residents and/or representatives?	Y	Check how Facility communicates or notifies the Residents and/or representatives.
	N	

Standard 29 Screening Employees, Volunteers and Service Providers		
Criminal record checks on all new Employees, volunteers and Service Providers are used in hiring/contracting decisions in order to promote a safe living environment for Residents.		
29.1 The Operator must ensure that all new Employees and all new volunteers whose duties involve providing direct services to Residents are required to provide a criminal record check.		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator require every new employee, volunteer and Service Provider, whose duties involve direct services to Residents, to provide a criminal record check?	Y	Verify through documentation or employee application forms.
	N	
2. Does the Operator consider the results before a selection or hiring decision?	Y	Verify through policy.
	N	

MANAGEMENT and ADMINISTRATION

Management and Administration relates to the leadership, financial and material resources of a Facility.

Management and Administration standards promote effective leadership, professionalism and accountability of business practices in order to protect, direct, and conduct the interests and transactions of the Facility as a business entity.

Effective management and administration promotes more professional and efficient delivery of services, which leads to more satisfied Residents and a more productive bottom line for the Operator.

Standard 30 Corporate Status

All Operators that are a company under the *Companies Act*, a corporation under the *Business Corporations Act*, a partnership under the *Partnership Act* or a society under the *Societies Act* are to be in good standing.

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Is the Operator in good standing under Alberta law?	Y	
	N	
2. Is an Annual Return available?	Y	Is an Annual Return available
	N	
	N/A	

Standard 31 Insurance

The Facility has adequate and up-to-date insurance coverage related to accommodation services that reflects the services provided by the Employee and/or Service Providers and the property owned and/or operated.

- 31.1 The Operator shall without limiting its obligations or liabilities, insure its operation and administration of the Facility under a contract of comprehensive general liability insurance with an insurer licensed in Alberta an amount not less than \$1,000,000 per occurrence, with a general aggregate of at least \$2,000,000, against bodily injury and property damage, including loss of use of the property;**
- 31.2 Insurance referred to in subsection (1) must include coverage for blanket written contractual liability, Employees as additional insurers and contingent employers' liability;**
- 31.3 Where the Operator operates and administers a Facility at more than one location, subsection (1) applies in respect of each location separately;**
- 31.4 The Operator shall insure the Facility it operates and administers, other than a Facility that is the property of the Crown, with an insurer licensed in Alberta in an amount sufficient to compensate for the loss and replacement of the Facility;**
- 31.5 The Operator shall insure the contents of Facility it operates and administers, other than contents that are the property of the Crown or of tenants, with an insurer licensed in Alberta in an amount sufficient to compensate for the loss and replacement of the contents;**
- 31.6 The Operator shall maintain an automobile liability insurance policy in an amount not less than \$1,000,000 per occurrence in respect of the use and operation of each automobile owned or leased by the Operator;**
- 31.7 The Operator shall obtain crime insurance, including a fidelity bond, in an amount covering the Operator's exposure for loss resulting from theft, fraud and other similar offences, whether committed by its Employees or by other persons; and,**
- 31.8 The Operator shall provide evidence of the coverage required under this section to the Minister on request.**

INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the organization have insurance coverage that includes above:	Verify by checking insurance documents.	
Property?	Y	
	N	
	N/A	
All-Risk/Peril?	Y	
	N	
	N/A	

Standard 31 Insurance		
INDICATOR	COMMENTS AND OBSERVATIONS	
Building?	Y	Only if the management body has title for the building.
	N	
	N/A	
Contents?	Y	
	N	
	N/A	
Mobile Equipment?	Y	Tractors, lawn mowers, trailers, snow blowers and etc.
	N	
	N/A	
Comprehensive General Liability?	Y	\$1M per occurrence; \$2M against bodily injury and property damage
	N	
	N/A	
Directors, Officers & Administrative Errors or Omissions?	Y	
	N	
	N/A	
Tenant Legal Liability?	Y	This may or may not be included in the General Comprehensive liability policy.
	N	
	N/A	
Medical Malpractice?	Y	Where a Registered Nurse is hired or any professional (such as L.P.N.) as represented by the <i>Health Professional Act</i> , additional liability insurance is required over the basic liability limit covered under General Comprehensive Liability.
	N	
	N/A	
Bond & Crime?	Y	
	N	
	N/A	
Boiler and Machinery & Equipment?	Y	Includes Mechanical and Electrical equipment. This is required if the Facility has title to the property.
	N	
	N/A	
Automobile?	Y	
	N	
	N/A	
Resident transportation (i.e. Handivan) liability?	Y	If the Facility has Resident transportation, an extension of liability insurance may be required.
	N	
	N/A	

Standard 32 Information Management		
Written processes that ensure the protection of personal information are developed and maintained.		
34.1 The Operator must ensure that the privacy and personal information of Residents is protected.		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Do written processes include the purpose, manner and use of personal information?	Y	
	N	
2. Do written processes include disclosure of personal information?	Y	Check documentation that may include this disclosure. (e.g., Application form)
	N	

Standard 33 Contract Administration		
The Operator must have a written process in place for contracted services that directly affects Resident's health, safety and well being. The contract at a minimum must contain:		
<ul style="list-style-type: none"> • what the service is; • if licensing is required; • who will provide the service; • applicable legislation; • confidentiality; and • required insurance. 		
INDICATOR	COMMENTS AND OBSERVATIONS	
1. Does the Operator have a written process for contracted services that directly affects the health, safety and well being of the Residents that include what the service is, licensing if required, required insurance and adhere to Resident confidentiality?	Y	
	N	
2. Do the contracted Service Providers adhere to Alberta legislation and municipal bylaws?	Y	Is the contractor required to obtain a municipal license?
	N	

Schedule “A”

PREVENTATIVE MAINTENANCE PROGRAM

CHECKLIST FOR ROUTINE AND PREVENTATIVE MAINTENANCE PROCEDURES

Does the maintenance program include the checking and recording of the following, at least to the minimum requirements?

NB. For all annual inspections or required servicing on any particular equipment carried out by qualified personnel; qualified shall be as defined by the manufacturer's recommendations for that specific equipment.

1. Heating Equipment, Boilers, Pumps, Filters, Air Compressors as to:	Check and verify documentation of maintenance records.	
➤ Safety controls (low water cut off, flow switch, etc.)	Y N	Minimum – Monthly
➤ Heating Pumps	Y N	Minimum – Weekly
➤ Side stream filters	Y N	Minimum – Weekly
➤ Boiler water	Y N N/A	Minimum – Monthly
➤ Check oil in air compressor	Y N	Minimum – Weekly
➤ Performance, building temperatures	Y N	Minimum – Weekly
➤ Expansion Tanks	Y N	Minimum – Weekly
➤ Alternate Heating pumps	Y N	Minimum – Monthly
➤ Inspected/Serviced by qualified personnel as indicated in applicable regulation	Y N	Minimum – Annually
2. Emergency Power Systems	Y N/A	
➤ Generator is being run on a periodic basis	Y N	Minimum – Weekly by in-house Employees
➤ Annual full load test	Y N	The Load Capacity should be checked at least annually to automatically assume the electrical load for: 2 h (High Rise Bldg.); 1 h (Hospitals or any B2 Bldg.); 30 min. (Group C) conducted by a licensed and bonded tradesperson.

Preventative Maintenance and Repair Program (cont.)		
INDICATOR	COMMENTS AND OBSERVATIONS	
Emergency Power Systems (con't.)		
➤ Annual inspection completed by Facility	Y	There should be one log located with emergency power system that indicates maintenance and inspections.
	N	
➤ Specialized duties completed by qualified personnel.	Y	Minimum – Annually Look at inspection or work sheets for work completed by qualified personnel.
	N	
➤ Liquid fuel should be drained and changed at least annually	Y	Minimum – Annually but based on the operating schedule and the fuel consumption. Look at maintenance log.
	N	
Are systems inspected, tested and written records maintained?	Y	Check maintenance records and procedures.
	N	
3. Emergency Lighting	Y	Look at maintenance and testing records.
	N	
	N/A	
➤ Test monthly	Y	
	N	
➤ Test annually	Y	Annually by certified fire alarm technician.
	N	
<i>Check emergency lighting. (Battery Packs or Breakers)</i>	<i>Push switches to see if emergency lighting is working or if emergency lighting operates on direct power, have maintenance trip one breaker)</i>	
4. Air Conditioning Coils	Y	
	N/A	
➤ Check for damaged coil tubing or fins.	Y	Minimum - Annually
	N	
➤ Check coils for scale or airborne contaminate build up.	Y	Remove debris from within and around unit. Brush and vacuum coil from the air entering side.
	N	
➤ Check condensate pan for plugged drain and overflow.	Y	Make sure P-trap has been installed in the pan and operates properly.
	N	
➤ Air-cooled condensing unit start up inspection	Y	Performed by a certified and bonded trade mechanic in accordance with manufacturer recommendations.
	N	
5. Make up air equipment	Y	Check documentation of maintenance data records
	N	
➤ Operating Controls	Y	Minimum – Monthly
	N	
➤ Performance	Y	Minimum – Weekly (Does it supply adequate temperatures to all parts of the building?)
	N	
➤ Outside and inside grilles	Y	Minimum – Weekly
	N	
➤ Serviced by qualified personnel	Y	Minimum – Annually
	N	

➤ <i>Filters and Hallway grilles for dirt accumulation</i>	<i>Minimum – Weekly Monitoring. Check for clean filters and no dirt evidence on vent covers, grilles or surrounding area.</i>	Y	N
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Preventative Maintenance and Repair Program (cont.)			
INDICATOR		COMMENTS AND OBSERVATIONS	
6. Domestic Hot water heating equipment		Check documentation of maintenance records	
➤ Temperature settings	Y	Minimum – Weekly (No less than 45°C/115°F) recommend no more than 54°C/129°F at faucet source. Tank source temperature range: 45° C/115° F – 60°C/132°F.	
	N		
➤ Recirculation Pump	Y	Minimum – 18 week intervals	
	N		
➤ Drained until accumulated sediments are removed	Y	Minimum – Annually	
	N		
➤ Serviced by qualified personnel	Y	Minimum – Annually	
	N		
7. Kitchen and laundry equipment:		Check documentation of maintenance data records	
➤ Range	Y	Minimum – Semi-Annually	
	N		
➤ Range Exhaust Duct	Y	Minimum – Check semi-annually by in-house personnel. Cleaned annually by professionals (trained and knowledgeable personnel). A certificate should be available from cleaning company.	
	N		
➤ Dishwasher	Y	Minimum – Semi-Annually	
	N		
➤ Cooler	Y	Minimum – Semi-Annually	
	N		
➤ Freezer	Y	Minimum – Semi-Annually	
	N		
➤ Washer and Dryer	Y	Minimum – Semi-Annually	
	N		
8. Plumbing and drainage system		Check documentation of maintenance data records	
➤ Grease trap	Y	Minimum – Monthly	
	N		
➤ Kitchen floor drains	Y	Minimum - Monthly	
	N		
➤ Roof Drains	Y	Minimum – Semi-Annually	
	N		
➤ Roof vents	Y	Minimum – Semi-Annually	
	N		
➤ Fixtures – toilet/sink/tubs/showers	Y	Minimum – Annually	
	N		

Preventative Maintenance and Repair Program (cont.)

INDICATOR	COMMENTS AND OBSERVATIONS	
9. Building interior	Check documentation of maintenance data records.	
➤ Crawl space	Y	
	N	
○ Free of water infiltration & accumulation	Y	
	N	
○ Access openings	Y	
	N	
○ Ventilation	Y	
	N	
➤ Attic space	Y	Minimum – Monthly
	N	
➤ Lighting	Y	Minimum – Weekly
	N	
➤ Common Areas	Y	Minimum – Monthly
	N	
➤ Resident Rooms	Y	Minimum – Annually
	N	
10. Building Exterior		
➤ Roofing	Y	Minimum – Semi-annually
	N	
➤ Sidewalks, ramps, handrails, etc.	Y	Minimum - Weekly
	N	
➤ Siding, soffit, fascia, etc	Y	Minimum – Semi-annually
	N	

