

**DEVELOPMENTAL SERVICES (DS) COMPLIANCE INSPECTION INDICATOR LIST FOR COMMUNITY PARTICIPATION PROGRAMS - COVID-19**

**Quality Assurance Measures**

This document lists the QAM requirements that Program Advisors will be assessing compliance with during the unannounced inspection process beginning in October 2020.

During a typical annual inspection of Community Participation program, up to 223 indicators would be reviewed. The ministry has reduced this number to up to 71 indicators which are most directly related to health and safety of individuals supported during the COVID-19 pandemic.

	Scope of typical annual inspection of Community Participation	Scope of 2020/21 inspections during COVID-19 pandemic
Policies and Procedures	57	1
Board Records	9	1
Staff-Volunteer Records	27	3
Individual Records	86	39
Records and Documentation	41	13
Site Inspection	3	14
<b>Total QAM Indicators</b>	<b>223</b>	<b>71</b>

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
<b>Policies and Procedures</b>				
Policies and Procedures	1. Follow P&P	Regulation 299/10, 1(3)(a)	1. Where a service agency is required to have policies and procedures in respect of its quality assurance measures, the agency shall follow the policies and procedures and shall ensure that its staff members, volunteers and members of its board of directors follow them, to the degree that is appropriate given the role of the staff member, volunteer and board member.	MODERATE
<b>Board Records</b>				
Board Records	5. Abuse Policies Orientation, Annual	Regulation 299/10, 8(2)(b)	5. In addressing quality assurance measures respecting abuse prevention and reporting, each service agency shall provide a mandatory orientation to all new members of the board of directors on the agency's policies and procedures on abuse prevention, identification and reporting...	LOW

<b>Staff Records</b>				
<b>Staff Records</b>	5. Training, Specific Needs	Regulation 299/10, 7(4)(a)	5. Each service agency shall provide training to its staff members on meeting the specific needs for the health and well-being of persons with developmental disabilities who are receiving services and supports from the agency, including any controlled acts as required.	MODERATE
<b>Staff Records</b>	12. Orientation and Initial Training, Individual Needs	Regulation 299/10, 13(1)(1)(ii)	12. Each service agency shall have policies and procedures for staff members and volunteers that address the orientation and initial training on the individual needs of the persons with developmental disabilities whom the staff member or volunteer will support.	MODERATE
<b>Staff Records</b>	18. References, Supervision	Regulation 299/10, 13(6)	18. Until the completion of their reference check, their police records check and their orientation and initial training, a staff member and volunteer shall have direct contact with persons with developmental disabilities only when being supervised.	MODERATE
<b>Individual Records</b>				
<b>Individual Records</b>	6. Abuse, Education/Refresher	Regulation 299/10, 8(2)(c)	6. Each service agency shall provide mandatory education and awareness-building on abuse prevention and reporting to persons with a developmental disability receiving services and supports from the service agency in a language and manner that is appropriate to the capacity of the person with a developmental disability when the person begins to receive services and supports from the service agency.	HIGH
<b>Individual Records</b>	24. Individual Support Plan, Safeguards	Regulation 299/10, 5(4)(j)	24. The individual support plan shall identify any necessary safeguards to protect the health and safety of the person with a developmental disability when receiving services and supports.	MODERATE
<b>Individual Records</b>	27. Financial Records, Separate	Regulation 299/10, 6(2)	27. The service agency shall prepare and maintain separate books of accounts and financial records for each person with a developmental disability who receives assistance from the service agency with the management of their day-to-day finances for each fiscal year.	MODERATE
<b>Individual Records</b>	28. Financial Records, Annual Review	Regulation 299/10, 6(3)	28. The service agency shall ensure books of accounts and financial records prepared and maintained in accordance with subsection (2) are independently reviewed by a third party annually; the independent review shall include a report to the board of directors.	HIGH

<b>Individual Records</b>	29. Medical Services	Regulation 299/10, 7(1)(3)(i)	29. Each service agency shall have policies and procedures including documentation regarding medical services that are provided to the person with a developmental disability, where the service agency is providing assistance.	MODERATE
<b>Individual Records</b>	31. Medical Services, Refusals	Regulation 299/10, 7(1)(3)(iv)	31. Each service agency shall have policies and procedures including documentation regarding any refusals by the person with a developmental disability to obtain or accept medical services that are recommended by a legally qualified medical practitioner or other health professional.	MODERATE
<b>Individual Records</b>	32. Emergency Medical Services	Regulation 299/10, 7(1)(3)(v)	32. Each service agency shall have policies and procedures including documentation regarding emergency medical services.	MODERATE
<b>Individual Records</b>	33. Medication Administration, Self	Regulation 299/10, 7(1)(3)(ii)	33. Each service agency shall have policies and procedures including documentation regarding administration of medication, including self-administration by the person with a developmental disability.	MODERATE
<b>Individual Records</b>	34. Medication Errors/Refusals	Regulation 299/10, 7(1)(3)(iii)	34. Each service agency shall have policies and procedures including documentation regarding any medication errors and any refusals to take any prescribed medication.	MODERATE
<b>Individual Records</b>	35. Medication Administration Record	Regulation 299/10, 24(2)	35. In addressing quality assurance measures respecting the well-being of the person, each service agency shall ensure a medicine administration record is kept for the person.	MODERATE
<b>Individual Records</b>	37. Public Health Information	Regulation 299/10, 7(2)	37. A service agency shall ensure that the public health information is available and presented in a language and manner, and with the level of support, that the person with a developmental disability needs.	MODERATE
<b>Individual Records</b>	52. Behaviour Support Plan, Individual's Involvement	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	52. In addition to the requirements for a behaviour support plan and approval of a behaviour support plan containing intrusive behaviour interventions strategies, as listed in section 18, "Behaviour support plan", of Ontario Regulation 299/10, a service agency shall ensure the following: The behaviour support plan is developed with the involvement of the person with a developmental disability who has challenging behaviour and/or, where applicable, persons acting on behalf of the person with a developmental disability, and the plan documents their involvement.	HIGH

<b>Individual Records</b>	53. Behaviour Support Plan, Consent	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	53. In addition to the requirements for a behaviour support plan and approval of a behaviour support plan containing intrusive behaviour interventions strategies, as listed in section 18, "Behaviour support plan", of Ontario Regulation 299/10, a service agency shall ensure the following: The person with a developmental disability who has challenging behaviour and/or, where applicable, persons acting on behalf of the person with a developmental disability, provides consent to the behaviour support plan and the strategies that it outlines.	HIGH
<b>Individual Records</b>	55. Behaviour Support Plan, Adaptive skills.	Regulation 299/10, 18(2)	55. The behaviour support plan shall outline positive behaviour intervention strategies, and where applicable, intrusive behaviour intervention strategies and how the strategies may be used to reduce or change challenging behaviour and address the acquisition of adaptive skills.	MODERATE
<b>Individual Records</b>	60. Behaviour Support Plan, Approved	Regulation 299/10, 18(3)(e)	60. The service agency shall ensure that the behaviour support plan, is approved by a psychologist, a psychological associate, a physician, a psychiatrist or behaviour analyst certified by the Behaviour Analyst Certification Board, where the behaviour support plan includes intrusive behaviour intervention strategies.	HIGH
<b>Individual Records</b>	64. Behaviour Support Plan, Immediate Risk	Regulation 299/10, 20(1)	64. A service agency shall ensure that intrusive behaviour intervention is used solely when the person with a developmental disability is at immediate risk of harming themselves or others or causing property damage.	MODERATE
<b>Individual Records</b>	65. Use of Physical/Mechanical Restraint	Regulation 299/10, 20(2)	65. A service agency shall ensure that physical or mechanical restraint is carried out using the least amount of force that is necessary to restrict the person's ability to move freely.	MODERATE

Individual Records	67. Restraint, Isolation, Confinement Time-Out/ Others Present, Debriefing	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	67. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: Staff inquire with others who were in the vicinity and witnessed the restraint or secure isolation/confinement time-out (e.g., other persons with a developmental disability who are supported in the same area, visitors) as to their well-being from having witnessed the restraint.	MODERATE
Individual Records	68. Restraint, Isolation, Confinement Time-Out/ Manager Notified	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	68. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: The supervisor or manager who oversees the behaviour support plan of the person with challenging behaviour who was restrained or in secure isolation/confinement time-out is made aware of the restraint or secure isolation/confinement time-out.	LOW
Individual Records	69. Restraint, Isolation, Confinement Time-Out/ Debriefing Other Support Staff	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	69. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: Other staff who support the person are made aware of the restraint or secure isolation/confinement time-out (e.g., in the event of a shift change shortly after the restraint or secure isolation/confinement time-out has taken place).	LOW

<b>Individual Records</b>	70. Restraint, Isolation, Confinement Time-Out/ Debriefing Individual	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	70. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: A debriefing process is conducted with the individual who was restrained or in secure isolation/confinement time-out (including individuals involved in a crisis situation), as soon as he/she is able to participate, and to the extent that he/she is willing to participate. The debriefing must be structured to accommodate the person with a developmental disability's psychological and emotional needs and cognitive capacity.	MODERATE
<b>Individual Records</b>	71. Restraint, Isolation, Confinement Time-Out/ Debriefing, Documented	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	71. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: Debriefings are documented.	MODERATE
<b>Individual Records</b>	73. Restraint, Isolation, Confinement Time-Out/ Debriefing, Serious Occurrence Reporting	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	73. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", in Ontario Regulation 299/10, a service agency shall adopt the following standards for debriefing after a physical restraint (including physical restraint in a crisis situation), mechanical restraint, or secure isolation/confinement time-out: A serious occurrence report is filed with the Ministry of Community and Social Services, as may be appropriate and as per the serious occurrence reporting procedure.	MODERATE
<b>Individual Records</b>	74. Intrusive Behavior Intervention, Monitored	Regulation 299/10, 20(3)	74. A service agency shall ensure that when intrusive behaviour intervention is used, the person with a developmental disability is monitored on a regular basis.	MODERATE

<p><b>Individual Records</b></p>	<p>75. Secure Isolation, Confinement Time Out, Interval Monitoring</p>	<p>Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour</p>	<p>75. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency shall ensure that its written policies and procedures on the use of a secure isolation or time-out room address the following: Stages of interval monitoring. Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour</p>	<p>MODERATE</p>
<p><b>Individual Records</b></p>	<p>76. Secure Isolation, Confinement Time Out, Duration/Maximum Time</p>	<p>Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour</p>	<p>76. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency shall ensure that its written policies and procedures on the use of a secure isolation or time-out room address the following: Duration of time that a person may spend in secure isolation/confinement time-out, any extension periods, and the total/maximum amount of time that a person may spend in secure isolation/confinement time-out.</p>	<p>MODERATE</p>

<p><b>Individual Records</b></p>	<p>77. Secure Isolation, ConfinementTime Out, Continuous Observation, Monitoring Protocols</p>	<p>Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour</p>	<p>77. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency shall ensure that its written policies and procedures on the use of a secure isolation or time-out room address the following: Protocols regarding continuous observation and monitoring of a person who is in the secure isolation/confinement time-out room.</p>	<p>MODERATE</p>
<p><b>Individual Records</b></p>	<p>78. Secure Isolation, ConfinementTime Out, Record Keeping</p>	<p>Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour</p>	<p>78. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency shall ensure that its written policies and procedures on the use of a secure isolation or time-out room address the following: Regular record keeping (e.g., every fifteen minutes) of secure isolation/confinement time-out room use for each person with a developmental disability who has challenging behaviour, and trend analysis for each person.</p>	<p>MODERATE</p>



<b>Individual Records</b>	79. Restraint, Isolation, Confinement Time-Out, Stopped	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	79. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that the use of physical restraint, mechanical restraint, and secure isolation/confinement time-out is stopped when there may be a risk that the restraint itself will endanger the health or safety of the individual who is being restrained; or the supporting staff person(s) have assessed the individual and situation and have determined that there is no longer a clear and imminent risk that the individual will injure him/herself or others.	MODERATE
<b>Individual Records</b>	80. Secure Isolation, Confinement Time Out, Notification, Key Staff	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	80. In addition to the requirements set out in section 19, "Behaviour intervention, strategies and policies and procedures", and section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency shall ensure that its written policies and procedures on the use of a secure isolation or time-out room address the following: Notification of key agency staff that the secure isolation/confinement time-out room has been used, and regular report-backs to key clinicians overseeing the person's behaviour support plan.	MODERATE
<b>Individual Records</b>	81. Intrusive Behavior Interventions, Safeguards	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	81. A service agency or the clinician who oversees the behaviour support plan must ensure that there are safeguards to prevent misuse of intrusive behaviour intervention.	HIGH
<b>Individual Records</b>	82. Intrusive Behavior Intervention, Recorded	Regulation 299/10, 20(4)	82. A service agency shall record all incidents in the person's file where intrusive behaviour intervention is used on a person with a developmental disability.	MODERATE

<b>Individual Records</b>	87. Behaviour Intervention Strategies, Monitor Use	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	87. In addition to the requirements set out in section 17, "General behaviour intervention strategies, training", of Ontario Regulation 299/10, a service agency shall ensure that: Supervisors monitor the application and use of behaviour intervention strategies (both positive and intrusive strategies), to see that the strategies are carried out as outlined in the behaviour support plan and in accordance with best practices in the field.	HIGH
<b>Individual Records</b>	88. Physical Restraint, Crisis Situation	Regulation 299/10, 21(1)	88. In a crisis situation, the following rules apply to service agencies, physical restraint is the only intrusive behaviour intervention that a service agency may use in crisis situations and may only be used where positive behaviour interventions have proven to be ineffective.	MODERATE
<b>Individual Records</b>	89. Physical Restraint, Least Amount of Force	Regulation 299/10, 21(2)	89. In a crisis situation, the following rules apply to service agencies, the service agency shall ensure that the physical restraint is carried out using the least amount of force that is necessary to restrict the person's ability to move freely.	MODERATE
<b>Individual Records</b>	90. Crisis Situation Incidents	Regulation 299/10, 21(3)	90. In a crisis situation, the following rules apply to service agencies, the service agency shall record all crisis situation incidents in the person's file, including the details of the incident.	MODERATE
<b>Individual Records</b>	94. Prohibited Practices	Policy Directives for Service Agencies: 2.0 Supporting People with Challenging Behaviour	94. In addition to the definitions and examples of behaviour interventions set out in section 15, "Application and definitions", of O.Reg.299/10 (the quality assurance measures regulation), the following practices are never to be used by a service agency in addressing the challenging behaviour of a person with a developmental disability: Mistreatment of the person/Noxious stimulus/Deprivation of basic human needs.	MODERATE
<b>Individual Records</b>	95. Protocols, Monitoring and Assessing the Individual's Condition	Policy Directives for Service Agencies: 2.0 Supporting People with Challenging Behaviour	95. A service agency shall ensure that there are protocols in place that must be followed in monitoring and assessing the condition of the person with a developmental disability during the use of intrusive behaviour intervention. These protocols may differ, depending on the type of intrusive intervention, and on the individual and his/her needs.	MODERATE

<b>Individual Records</b>	96. Serious Occurrence Report, Injury and/or Mistreatment	Policy Directives for Service Agencies: 2.0 Supporting People with Challenging Behaviour	96. When applicable, a service agency shall file a serious occurrence report with the Ministry of Community and Social Services (example: in an instance where a person becomes seriously injured or an instance where allegations of mistreatment emerge).	MODERATE
<b>Records and Documentation</b>				
<b>Records and Documentation</b>	1. Third Party, Compliance	Regulation 299/10, (3)(2)(a)	1. Where a service agency contracts with a third party to provide services and supports to persons with developmental disabilities, the service agency shall ensure that the contract requires that the third party comply with the quality assurance measures that would apply to the service agency if it were providing the services and supports.	MODERATE
<b>Records and Documentation</b>	2. Third Party, Monitoring	Regulation 299/10, (3)(2)(b)	2. Where a service agency contracts with a third party to provide services and supports to persons with developmental disabilities, the service agency shall monitor the performance of the contract to ensure that the third party complies with the quality assurance measures.	MODERATE
<b>Records and Documentation</b>	4. Abuse, Police Reporting	Regulation 299/10, 8(2)(d)	3. Each service agency shall conduct a mandatory review of its policies and procedures on the prevention, identification and reporting of abuse annually and update the policies and procedures as determined by the review.	MODERATE
<b>Records and Documentation</b>	5. Abuse, Internal Investigation	Regulation 299/10, 8(4)(a)	5. Where a service agency suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the service agency shall not initiate an internal investigation before the police have completed their investigation.	MODERATE
<b>Records and Documentation</b>	10. Abuse Notification, Consent	Regulation 299/10, 9(2)	require the service agency to obtain the consent of the person with a developmental disability before notifying others, if the person is capable of providing consent.	MODERATE
<b>Records and Documentation</b>	11. Emergency Preparedness Plan, Inside	Regulation 299/10, 11(1)(2)(i)	11. Each service agency shall have an emergency preparedness plan to address emergencies that may occur inside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include power outages, fire, flood, storm damage, pandemic and medical emergency.	MODERATE

<b>Records and Documentation</b>	12. Emergency Preparedness Plan, Outside	Regulation 299/10, 11(1)(2)(ii)	12. Each service agency shall have an emergency preparedness plan to address emergencies that may occur outside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include a medical emergency and instances where a person with a developmental disability runs away or becomes lost.	MODERATE
<b>Records and Documentation</b>	13. Continuity of Operation Plan	Regulation 299/10, 11(1)(4)	13. Each service agency shall have a continuity of operation plan that ensures safety around agency owned or agency operated premises during a service disruption.	MODERATE
<b>Records and Documentation</b>	14. Approved Fire Safety Plan, Document	Regulation 299/10, 11(2)	14. Upon the request of a Director, a service agency shall produce to the Director its approved fire safety plan where required under Ontario Regulation 213/07 (Fire Code) made under the Fire Protection and Prevention Act, 1997.	HIGH
<b>Records and Documentation</b>	25. Feedback/Complaints, Individual	Policy Directives for Service Providers: 1.0 Complaints/Feedback Process	25. A service agency shall have written policies and procedures regarding the process for receiving and addressing feedback and complaints about the services and supports that it provides that may be received from: An individual with a developmental disability who receives services and supports from the service agency.	MODERATE
<b>Records and Documentation</b>	26. Feedback/Complaints, Person Acting on Behalf	Policy Directives for Service Providers: 1.0 Complaints/Feedback Process	26. A service agency shall have written policies and procedures regarding the process for receiving and addressing feedback and complaints about the services and supports that it provides that may be received from: A person acting on behalf of the individual with a developmental disability who receives services and supports from the service agency.	MODERATE

<b>Records and Documentation</b>	38. Complaints/Feedback, Reporting to Police	Policy Directives for Service Providers: 1.0 Complaints/Feedback Process	38. The service agency's policies and procedures on the complaints and feedback process shall comply with reporting requirements set out in the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations. Where necessary, a service agency shall ensure that a complaint/feedback is: Reported to the police (i.e., as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008).	MODERATE
<b>Records and Documentation</b>	39. Complaints/Feedback, Reporting to Ministry	Policy Directives for Service Providers: 1.0 Complaints/Feedback Process	39. The service agency's policies and procedures on the complaints and feedback process shall comply with reporting requirements set out in the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations. Where necessary, a service agency shall ensure that a complaint/feedback is: Reported to the ministry as a serious occurrence through the ministry's serious occurrence reporting process (based on the nature of the complaint/feedback). Policy Directives for Service Providers: 1.0 Complaints/Feedback Process	MODERATE
<b>Site</b>				
<b>Site</b>	1. Medication, Responsibility	Regulation 299/10, 7(1)(5)(ii)	1. Each service agency shall have policies and procedures for the responsibility for access to and the storage and administration of medication at each of the different locations.	MODERATE
<b>Site</b>	2. Equipment Maintenance	Regulation 299/10, 11(3)	2. A service agency shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the agency and shall maintain the equipment as recommended by the manufacturer.	MODERATE
<b>Site</b>	3. Adequate Support Staff	Regulation 299/10, 12(2)	3. A service agency shall maintain adequate support staff, at a level identified in the person's individual support plan, to address the safety, security and well-being of persons with developmental disabilities who receive services and supports from the service agency.	MODERATE

Site	24. Secure Isolation, ConfinementTime Out, Physical Space	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	24. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Is of an adequate size for the person with a developmental disability who has challenging behaviour. Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	MODERATE
Site	25. Secure Isolation, ConfinementTime Out, Objects	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	25. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Does not contain any objects that could be used by the person to cause injury or damage to him/herself or others (i.e., staff who may enter the room).	MODERATE

<b>Site</b>	26. Secure Isolation, ConfinementTime Out, Safe	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	26. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Is a safe area, with modifications (as appropriate) that would protect the person from self-injury.	MODERATE
<b>Site</b>	27. Secure Isolation, ConfinementTime Out, Emergency Escape	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	27. A service agency shall ensure that its fire escape plan includes provisions for escape from the secure isolation/confinement time-out room, in the event of an emergency.	HIGH
<b>Site</b>	28. Secure Isolation, ConfinementTime Out, Constant Observation/Monitoring	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	28. In addition to the requirements set out in section 19, “Behaviour intervention, strategies and policies and procedures”, and section 20, “Use of intrusive behaviour intervention”, of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person’s challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Has means to allow for constant observation and monitoring of the person by service agency staff (e.g., a window, a video-camera).	MODERATE

Site	29. Secure Isolation, Confinement Time Out, Adequate Lighting	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	29. In addition to the requirements set out in section 19, "Behaviour intervention, strategies and policies and procedures", and section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Is adequately illuminated so that the person inside the room may be seen.	MODERATE
Site	30. Secure Isolation, Confinement Time Out, Ventilation, Heated/Cooled	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	30. In addition to the requirements set out in section 19, "Behaviour intervention, strategies and policies and procedures", and section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that, where secure isolation/confinement time out is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, the following performance standards and measures are adopted: A service agency will ensure that the physical space of the secure isolation/confinement time-out room: Is adequately ventilated and heated/cooled.	MODERATE
Site	31. Secure Isolation, Confinement Time Out, Lock Easily Released	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	31. If the secure isolation/confinement time-out room has a lock on the door to prevent the person from leaving the room, the service agency will ensure that the lock can be easily released from the outside in an emergency.	HIGH
Site	32. Mechanical Restraint, Manufacture and Designed	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	32. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that where a mechanical restraint is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, any apparatus or device used as part of a mechanical restraint meets all of the following standards: It is designed and manufactured for use as a mechanical restraint.	MODERATE



Site	33. Mechanical Restraint , Appropriate Size		33. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that where a mechanical restraint is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, any apparatus or device used as part of a mechanical restraint meets all of the following standards: It is appropriate for use with the individual (e.g., the size of the device or apparatus is appropriate to the size and weight of the person). Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	HIGH
Site	34. Mechanical Restraint, Good Repair		34. In addition to the requirements set out in section 20, "Use of intrusive behaviour intervention", of Ontario Regulation 299/10, a service agency shall ensure that where a mechanical restraint is recommended to be used to address a person's challenging behaviour as part of their behaviour support plan, any apparatus or device used as part of a mechanical restraint meets all of the following standards: It is maintained in good repair by the manufacturer or by a person or organization recommended by the manufacturer. Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	MODERATE