

DEVELOPMENTAL SERVICES (DS) COMPLIANCE INSPECTION INDICATOR LIST - 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 July 2020.

During a typical annual inspection of an SGLR or ISR program, up to 279 indicators would be reviewed. The ministry has reduced this number to up to 86 indicators which are most directly related to health and safety of individuals supported during the COVID-19 pandemic. If a residence does not have behavioural support plans, particularly with intrusive measures, the number of indicators will be significantly reduced. This list takes into account the emergency order was made on April 3, 2020 under the Emergency Management and Civil Protection Act, which is a temporary measure to provide flexibility to developmental services agencies.

	Scope of typical annual inspections of SGLR/ISR	Scope of 2020/21 unannounced inspections during COVID-19 pandemic
Policies and Procedures	62	1
Board Records	9	1
Staff-Volunteer Records	27	3
Individual Records	98	41
Records and Documentation	49	13
Site Inspection	34	27
Total QAM indicators	279	86

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Policies and Procedures				
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
Board Records				
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
Staff Records				
Staff Records	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
Staff Records	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
Staff Records	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
Individual Records				

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	30. Medical and Dental Appointments	Regulation 299/10, 24(1)	30. Each service agency shall ensure assistance is provided to the person to attend regular medical and dental appointments, as needed, and that a log is kept or documentation is kept on file with respect to the person's regular medical and dental appointments.	MODERATE
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	75. Secure Isolation, Confinement Time Out, Interval Monitoring	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	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	MODERATE

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Individual Records	76. Secure Isolation, Confinement Time Out, Duration/Maximum Time	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	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.	MODERATE
Individual Records	77. Secure Isolation, Confinement Time Out, Continuous Observation, Monitoring Protocols	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	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.	MODERATE
Individual Records	78. Secure Isolation, Confinement Time Out, Record Keeping	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	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.	MODERATE
Individual Records	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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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
Individual Records	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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Individual Records	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
Individual Records	98. Supervision, Bathing and Showering	Regulation 299/10, 25(5)	98. Each service agency shall have policies and procedures on supervision during bathing and showering to ensure the safety of the person, as appropriate to the needs of the person with a developmental disability.	HIGH
Records and Documentation				
Records and Documentation	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
Records and Documentation	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
Records and Documentation	4. Abuse, Police Reporting	Regulation 299/10, 8(4)(a)	4. 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 immediately report to the police the alleged, suspected or witnessed incident of abuse.	MODERATE
Records and Documentation	5. Abuse, Internal Investigation	Regulation 299/10, 8(4)(b)	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
Records and Documentation	10. Abuse Notification, Consent	Regulation 299/10, 9(2)	10. The policies and procedures on notification shall 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
Records and Documentation	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
Records and Documentation	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
Records and Documentation	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
Records and Documentation	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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Records and Documentation	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
Records and Documentation	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
Records and Documentation	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
Records and Documentation	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
Site inspection				
Site	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
Site	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
Site	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	5. Diet and Nutrition	{{Regulation 299/10, 24(3)(ii)}}	5. Each service agency shall ensure information, as applicable and appropriate, is provided to the person with respect to diet and nutrition.	MODERATE
Site	7. Water, 49 degrees Celsius	Regulation 299/10, 25(4)	7. Each service agency shall have policies and procedures on scalding prevention, which shall ensure that the service agency has a method of temperature control, monitoring and documentation to ensure that in each residence water from a faucet is not hotter than 49 degrees Celsius.	IMMEDIATE
Site	8. Clean and Safe, Residence	Regulation 299/10, 26(1)(a)	8. Each service agency shall ensure that the residence is kept safe and clean.	IMMEDIATE
Site	10. Recreation Area, clean and safe	Regulation 299/10, 26(1)(c)	10. Each service agency shall ensure that the recreation and common areas, both inside and outside the residence, are kept clean and safe, where these areas are owned or operated by the service agency.	IMMEDIATE

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Site	11. Exits, Clear	Regulation 299/10, 26(1)(d)	11. Each service agency shall ensure that all exits in the residence are kept clear at all times.	IMMEDIATE
Site	12. Appliances and Furnishings	Regulation 299/10, 26(1)(e)	12. Each service agency shall ensure that appliances and furnishings in the residence are clean and are in good condition and working order.	LOW
Site	13. Hazardous Household Products	Regulation 299/10, 26(1)(f)	13. Each service agency shall ensure that hazardous household products are stored and used safely within the residence.	MODERATE
Site	14. 20 degrees Celsius	Regulation 299/10, 26(1)(g)	14. Each service agency shall ensure that a residence that is owned or operated by the service agency has a minimum temperature of 20 degrees Celsius throughout the residence from October 1 to May 31 each year.	LOW
Site	19. Space, Personal Possessions/Hobbies	Regulation 299/10, 26(1)(h)(v)	19. Each service agency shall ensure that the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with sufficient space to keep their personal possessions and to pursue hobbies and interests without unwanted or unwarranted intrusion from others.	LOW
Site	20. Exterior Window/Coverings	Regulation 299/10, 26(1)(h)(vi)	20. Each service agency shall ensure that the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with an exterior window and window coverings.	MODERATE
Site	21. Cooling Room	Regulation 299/10, 26(2)(a)	21. Each service agency shall ensure that the residence has at least one cooling room for extreme heat days.	MODERATE
Site	22. Humidex Level	Regulation 299/10, 26(1)(g)	22. Each service agency shall ensure that the cooling room is maintained at a humidex level below 35 degrees Celsius at all times.	MODERATE
Site	23. Secure Isolation, Confinement Time Out, Bedroom	Policy Directives for Service Providers: 2.0 Supporting People with Challenging Behaviour	23. 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	HIGH
Site	24. Secure Isolation, Confinement Time 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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
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
Site	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
Site	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
Site	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, ConfinementTime 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

Inspection Category	Indicator	Legislation	Requirement	Risk Rating
Site	30. Secure Isolation, ConfinementTime 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, ConfinementTime 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