

Aide-mémoire

for operators
of a residence
for the elderly

May 2007

Santé
et Services sociaux
Québec

SECTIONS	REGULATION RESPECTING THE CONDITIONS FOR OBTAINING A CERTIFICATE OF COMPLIANCE FOR A RESIDENCE FOR THE ELDERLY (R.S.Q., c. S-4.2, R.0.01.1)	DOCUMENTS REQUIRED	D	ND	T	VV	TRAINING OR INFORMATION REQUIRED	D	ND	T	VV
6	<p>When an elderly person enters the residence, the operator must open a file in which the following information is entered:</p> <p>Refer to application No. 9</p> <p>(1) the name of a person to contact in an emergency; (2) any special needs the resident may have; (3) any health problems the resident may have, including allergies*; (4) the name of the resident's attending physician*; (5) the name of the resident's pharmacist*; (6) the name of the person in charge of the resident's file at the health and social services centre for the area of jurisdiction where the residence is situated.</p> <p>* These subparagraphs do not apply to the operator of a residence for the elderly that offers no personal assistance service.</p> <p>If a person refuses to provide information required under the first paragraph, the operator must have the person sign a declaration attesting to that fact. The declaration is kept in the file.</p> <p>Refer to application No. 10</p>	<p>Forms Information (schedule 3) and Declaration of refusal (schedule 4)</p>				X					X
7	<p>Personal information collected pursuant to this Regulation is to be kept in such a manner as to ensure its protection in accordance with section 10 of the Act respecting the protection of personal information in the private sector (R.S.Q., c. P-39.1).</p> <p>Refer to applications No. 11 and No. 12</p>	(schedule 5)			X		Enter the information in a document				X
9	<p>The operator is to see that every resident whose life or integrity is in danger receives the care and services required by the resident's condition.</p> <p>Refer to application No. 15</p>						Enter the information in a document				X

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12	In the event that the resident's state of health requires care or services that are beyond the operator's capacity or obligations, the operator must notify the resident and, with the resident's consent, the resident's close relatives. If the resident is incapable of giving consent, the operator must notify the resident's close relatives. Refer to application No. 23	(schedule 7)					Enter the information in a document				X
14	At least one person of full age employed by the operator must be present at all times in the residence. * This section does not apply to the operator of a residence for the elderly that offers no personal assistance service. Refer to application No. 29 That person must have up-to-date training in: (1) cardiopulmonary resuscitation; (2) standard first aid; and (3) moving patients safely. The training referred to in the second paragraph must be provided by a certified person or organization Refer to applications No. 30 and No. 31					X	Enter in a document the persons assigned to each shift Keep copies of certificates of success updated				X
15	Professional activities are to be performed in the residence by members in good standing of the professional order concerned. The operator or a staff member may, however, without being a member of the professional order concerned, provide invasive care involved in assistance with activities of daily living in accordance with section 39.7 of the Professional Code (R.S.Q., c. C-26) or a regulation made under section 39.9 of that Code. Refer to applications No. 34 to No. 38	(schedule 8)				X	Enter the information in a document				X

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16	<p>The operator is to apply the intervention protocols provided by the agency for its area of jurisdiction in the event of an accident or incident, death, unexplained absence of a resident or onset of an infectious disease, and to prevent infection, apply restraint measures in an emergency situation or mitigate a heat wave.</p> <p>Refer to applications No. 39 and No. 40</p> <p>The operator must ensure that staff members are familiar with the protocols.</p> <p>Refer to application No. 42</p>	(schedules 10, 11, 12, 13, 14, 6 and 15)			X		<p>Enter the information concerning declarations of accidents and incidents in a book</p> <p>Enter the information in a document</p>				X
17	<p>A residence for the elderly is to have first-aid kits conspicuously marked for rapid identification that must be kept clean, fully stocked and in good condition, and that are readily accessible and available at all times.</p> <p>Refer to applications No. 44, No. 45 and No. 46</p>	(schedule 16)				X	Enter the information in a document				X
19	<p>The operator is to prepare and keep up-to-date a fire safety plan, in cooperation with the municipality's fire service.</p> <p>Refer to applications No. 49 to No. 54</p> <p>The fire safety plan must contain the following information:</p> <ol style="list-style-type: none"> (1) a list of the residents, specifying for each the measure or measures to be taken to ensure they are evacuated to a safe place; (2) a list of the staff members designated to apply the evacuation measures; (3) instructions to the person in charge; 	A fire safety plan containing each of the elements of section 19 of the Regulation				X	Enter the information in a document				X

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	<p>(4) instructions to the supervisory staff members;</p> <p>(5) the location of portable extinguishers and other fire protection equipment and evacuation routes to outside meeting places;</p> <p>(6) a list of agreements with organizations, establishments, institutions or individuals concerning assistance in the event of evacuation of the residence or the taking of evacuees in charge; and</p> <p>(7) a list of all emergency telephone numbers.</p> <p>A copy of the fire safety plan must be kept near the main entrance for the person in charge of the emergency services. The evacuation instructions must be posted on every floor in the residence in a place accessible to the public. All staff members must be informed of the content of the plan and of the specific tasks they are to perform in the event of an evacuation.</p>										
20	<p>An operator providing meals to residents must offer varied menus that conform to Canada's Food Guide to Healthy Eating (Health Canada, Ottawa) as it reads at the time of its application.</p> <p>Refer to application No. 56</p>	Menu grid covering at least three weeks				X					
22	<p>The operator or a staff member must, when administering medication, comply with the rules in section 21 and do so in accordance with section 39.8 of the Professional Code (R.S.Q., c. C-26) or a regulation made under section 39.9 of that Code. *</p>										X

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	* This section does not apply to the operator of a residence for the elderly that offers no personal assistance service. Refer to applications No. 60 to No. 64	(schedule 17)					Enter the information required in a book				
23	An operator may make available to its residents the commonly used over-the-counter medications listed in Schedule III to the Regulation respecting the terms and conditions for the sale of medications (O.C. 712-98, 98-05-27). The medications must be kept as provided in subparagraph 2 of the second paragraph of section 21 of this Regulation. A list of the medications and the rules governing their use must be determined, on the operator's request, by a pharmacist. The list and rules must be reviewed at least once every 2 years and not more than 6 months before each renewal application for a certificate of compliance. As soon as an operator distributes one of the medications to a resident, the operator must enter that fact in a book kept for that purpose. Refer to applications No. 65 to No. 69	List of the commonly used over-the-counter medications, if applicable			X		Enter the information required in a book				
25	The operator must hold and maintain liability insurance in an amount that enables the operator to satisfy a claim arising out of the operator's general civil and professional liability. Refer to application No. 76	Liability insurance policy			X						

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