



**Canadian
Accreditation
Council**

**Conseil
d'accréditation
canadien**

ON-SITE OBSERVATIONS CHECKLIST

2023 Edition of Standards
401 Group Living Program

Created Jul 13, 2023

Site Information	
	Name
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Please note, the tools have been designed to provide a guide for the review team in finding documentation, with information being indicated in the most likely place that it will be found and duplication being minimized. In the standards it is noted that many items should be demonstrated as 'Onsite Observations', which has been left to the organization to determine the best place to provide the information. In the tools, often information is kept within the files and is included in those checklists, but if it is not demonstrated there, it will be requested to be seen where it is kept by the organization.

For organizations using this tool to prepare for your Onsite Survey, please use this in conjunction with the Standards and Indicators to ensure that you have demonstrated all information that has been requested appropriately.

For the review team using this tool, please ensure that you are requesting all information prior to marking a non-compliant as the information may be presented in another location.

Key for Reviewers:

C	NC	N/A
Compliant – the evidence was found and it met the standard's criteria.	Non-Compliant - the evidence was not found, or found but does not adequately meet the standard's criteria.	Not Applicable – the program in question is not required to provide evidence for a given standard as the standard has no bearing on operations.

Patterns of Practice	
Historical Practice	Practice with evidence to show an established pattern of consistent practice since the last review date.
Established Practice	Practice with evidence to show a pattern of consistent practice for at least 6 months.
Current Practice	Practice with evidence to show a pattern of consistent practice for less than 6 months.
Demonstrated Practice	Practice with inconsistent evidence to support full implementation of practice. Able to demonstrate practice but not able to provide evidence to show consistent practice.
Incongruent Practice	Practice observed or recorded is not aligned with policies.
No Practice	Practice not observed or recorded in the delivery of service.

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
SERVICE DELIVERY					
401.1 Scope of Service					
401.1.2 Condition of Service					
Evidence of incorporation of the relevant government policies, regulations, and acts that direct the practice					
401.1.3 Practice Model					
Evidence of the practice model in the delivery of services					
401.1.5 Practice Research					
Evidence of the practice					
401.1.6 Trauma Informed Practice					
Evidence of the integration of the principles of Trauma Informed Practice in the delivery of services					
401.2 Intake and Admission					
401.2.2 Referrals and Waitlists					
Evidence of implementation of a process for managing waitlists					
401.3 Consent for Services					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.3.1 Information of Services					
Evidence of the provision of an information handbook (e.g. printed handbook available)					
PERSON SERVED					
401.7 Support					
401.7.6 Secure and Non-Secure Persons Served Sharing Space					
Evidence of the practice					
401.7.7 Memorabilia of Person Served					
Evidence of the maintenance of memory boxes					
401.8 Rights and Individual Choice					
401.8.1 Informed of Rights					
Evidence of the practice					
401.8.3 Ethical Practice					
Evidence of the practice					
401.8.5 Public Advocates					
Evidence of public display of information about how to contact an advocate					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.8.7 Children's Advocate					
Evidence of public display of information about how to contact a children's advocate					
401.8.10 Interests/Hobbies					
Evidence of the practice					
401.8.13 Inclusion of Persons Served					
Evidence that services are reflective of the persons served and sensitive to their needs and diversity					
401.9 Financial Management – Person Served					
401.9.1 Fees Schedule					
Evidence of a written schedule of fees for programs that charge fees directly to the person served or legal representative					
401.10 Living Space					
401.10.1 Private Living Space					
Evidence of practice for appropriate living spaces					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.10.2 Program Space					
Evidence that appropriate components are part of the home or facility					
401.10.5 Maintenance of Residence					
Evidence of the practice					
PERSONNEL REQUIREMENTS					
401.11 Personnel Qualifications					
401.11.3 Identification					
Evidence of the practice					
401.11.4 Supervisor to Staff Ratio					
Evidence of the program having the required supervisor to staff ratios (e.g. onsite staff/shift schedules)					
401.11.5 Staff to Person Served Ratio					
Evidence of the program having the required staff to person served ratio (e.g. onsite staff/shift schedules)					
401.11.11 Overnight Staff					
Evidence of procedures being implemented for overnight staff (e.g. onsite staff/shift schedules)					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.13 Support to Personnel					
401.13.3 Supports to Staff and Volunteers					
Evidence that staff and volunteers have access to appropriate supports					
SAFETY					
401.15 Management of Risk					
401.15.1 Emergency Response Plan					
Evidence that the Emergency Response Plan is in use on-site					
401.15.2 Emergency Evacuation					
Evidence that appropriate procedures are being implemented					
401.15.3 Portable Record					
Evidence of personnel having access to portable person served files					
401.15.4 After-Hours Communication					
Evidence of the practice					
401.15.5 Self-Harm Response					
Incident reports					
401.15.6 Suicide Response					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
Incident reports					
401.16 Facility Safety Requirements					
401.16.1 Licensed Capacity					
All licenses, permits, and numbers of people in the program					
401.16.2 Inspections					
Evidence that the program is conducting inspections appropriately					
401.16.3 Ongoing Assessment of Risk					
Evidence of reporting, repairing, and maintaining facilities					
401.16.4 Toxic or Flammable Materials					
Evidence that toxic or flammable materials are maintained appropriately					
401.16.5 Dangerous Equipment					
Evidence that dangerous equipment is maintained appropriately					
401.16.6 Water Temperature					
Evidence of the practice					
401.16.7 Monitoring Equipment					

Evidence of appropriate use of monitoring equipment					
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Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.16.8 Pets					
Evidence of appropriate incorporation of pets into the program					
401.17 Transportation Requirements					
401.17.1 Conditions of Transportation					
Evidence that the conditions of safe transportation have been met					
401.17.2 Vehicle Insurance and Registration					
Current vehicle registration and insurance coverage					
401.17.3 Maintenance of Program Vehicles					
Evidence that safety requirements have been satisfied					
401.17.4 Use of Private Vehicles					
Evidence of the practice					
401.17.5 Maintenance of Private Vehicles					
Evidence of the practice					
401.17.6 Required Items in a Vehicle					

Evidence that vehicles contain required items					
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Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.20 Reportable Incidents					
401.20.3 Review of Incident Reports					
Evidence of review of critical incident reports and aggregate reports					
HEALTH					
401.21 Health Services					
401.21.5 Barrier-Free					
Evidence of program following barrier-free principles					
401.22 Management of Infections					
401.22.1 Provision of Services – Infectious Disease					
Evidence that infectious disease policy and procedures are enacted appropriately					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.22.2 Monitoring of Communicable Diseases, Infections and Parasites					
Evidence that monitoring of contagious and infectious diseases is maintained					
401.22.3 Control of Communicable Diseases, Infections and Parasites					
Evidence that policy and procedures are properly followed					
401.22.4 Cleaning and Disinfection Techniques					
Observation of the processes employed to clean, disinfect and sterilize					
401.23 Medication and Health Equipment					
401.23.1 Management of Medication					
Evidence of appropriate administration, storage, training, labelling, documentation, and disposal of medication					
401.23.2 Self-Administration of Medication					
Evidence of appropriate use and documentation of self-administration of medication					
401.23.3 Medication Review					
Evidence of medication being reviewed as per policy and procedures					
401.23.4 Pharmacy Services					
Evidence of a professional relationship with a pharmacy, where possible					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.23.5 Health or Adaptive Equipment					
Evidence of appropriate use, training, and documentation of health or adaptive equipment, if used					
401.23.6 Specialized Health Procedures					
Evidence of appropriate use and documentation of any specialized health procedures used					
401.24 Food Services					
401.24.1 Meal Preparation					
Evidence that meals are prepared with appropriate consideration given					
401.24.2 Food Handling and Storage					
Evidence of food being handled appropriately					
401.24.3 Menu Planning					
Evidence of meals and snacks being planned on a set time cycle (if necessary) and prepared with proper considerations					
401.24.4 Individualized Food Preparation					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
Evidence that persons served are offered food that takes into account needs and preferences, as far as is reasonably practical					
401.25 Personal Self-Care					
401.25.1 Hygiene					
Evidence that persons served have access to good hygiene					
401.25.2 Cleaning					
Evidence of the facility being hygienically maintained as per policy and procedures					
401.25.3 Linens					
Evidence of the proper provision and maintenance of linens, bedding, and towels, in applicable programs					
401.25.4 Laundry					
Evidence of the implementation of laundry policy and procedures					
401.26 Personal Health					

Standards	Site 1	Site 2	Site 3	Site 4	Site 5
401.26.1 Physical Activity					
Evidence of support and encouragement for persons served to be physically active, especially to enhance balance and strengthen muscles (e.g. recreation log of who attended)					
401.26.2 Recreation – Considerations					
Evidence of the support of meaningful recreational activities					
401.26.3 Recreation – Planning					
Evidence of practice for planning recreation					
401.26.4 Recreation Beyond the Scope of Regular Activities					
Evidence of documentation for activities beyond the scope of regular activities					
401.26.5 Screen Time and Technology					
Evidence of practice					