

ACCREDITATION 2026 – RESIDENT SAFETY

Menno Place has a Resident Safety Plan to ensure our delivery of care and services are provided safely to the residents and for the team members. Here is the summary of our Menno Place Resident Safety Plan. The full plan can be found on Surge.

ROP: Resident Safety Plan

Surveyor Question: Does Menno Place have a developed and implemented Resident Safety Plan?

Answer: Yes, Menno Place has a Resident Safety Plan that assesses and addresses resident safety.

How do we do this?

- Regularly review resident care practices to identify risks and opportunities for improvement.
- Monitor QI indicators, including falls, pain management, medication use, and restraint utilization.
- Conduct incident reviews, medication reconciliations, and quality improvement initiatives to enhance resident safety.
- Investigate resident and family concerns and use the findings to improve care practices and service delivery.

ROP: Residents' Rights and Responsibilities

Surveyor Question:

How are residents informed of their rights and responsibilities?

Answer:

Residents and their Substitute Decision Maker (SDM) or Power of Attorney (POA), when applicable, are informed of their rights and responsibilities during the admission process.

How do we do this?

- The **Move-In Agreement** is reviewed during admission and signed by the resident and/or SDM/POA.
- The **Resident Bill of Rights** is included in the Resident Handbook (Pages 50–51).
- The **Bill of Rights** is posted at the main entrances of both Menno Home and Menno Hospital for easy access and visibility.
- Residents and families are encouraged to ask questions and discuss any concerns regarding resident rights.

ROP: Addressing Resident Rights Concerns

Surveyor Question:

What should you do if a resident or family member reports that a resident's rights have been violated?

Answer:

Any concern regarding a resident's rights should be acknowledged respectfully and reported through Menno Place's established complaints and feedback process. Staff should listen to the concern, ensure it is documented, and direct the resident or family member to the appropriate reporting channels.

Evidence – How do we do this? Menno Place provides multiple avenues for residents and families to share concerns, compliments, complaints, and suggestions:

1. We encourage residents and families to report any concerns to nurse in charge/Manager at the unit
2. **Menno Place Compliments, Concerns, and Ideas Process**
3. **Patient Care Quality Office (PCQO) and Assisted Living Registry** (for Long-Term Care and Assisted Living services, respectively).
 - Residents and families have access to the **Compliments, Concerns, and Ideas Form** available on family website.
 - Completed forms are forwarded to the appropriate manager for investigation and follow-up.
 - Managers are responsible for contacting the complainant within **10 business days** of receiving the complaint.
 - Concerns are reviewed and addressed to support resident rights, quality care, and continuous improvement.

ROP: Informed Consent**Surveyor Question:**

How do you ensure consent is obtained before providing care?

Answer:

Menno Place ensures informed consent is obtained before providing care, services, or participation in activities. Consent is documented in the resident's health record and may be withdrawn or revised at any time by the resident and/or their Temporary Substitute Decision Maker (TSDM).

Evidence – How do we do this?

- Informed consent is obtained during admission and documented in the resident's chart in accordance with RCS 2.20.
- Consent for healthcare services, programs, activities, and additional services (such as hairdresser appointments and bus outings) is obtained upon move-in.
- At Menno Home and Menno Hospital, consent is obtained and documented by the Life Enrichment Coordinator, Licensed Practical Nurse (LPN), or Registered Nurse (RN).
- Residents and/or their TSDM have the right to change or withdraw consent at any time.
- Any changes to consent are documented promptly in the resident's health record.

Visit our website for more information on each of these ROP's