



RESIDENTIAL FACILITY *for* VULNERABLE YOUTH IN ONTARIO

Policy & Procedures Manual

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Residential Facility for Vulnerable Youth in Ontario

POLICIES AND PROCEDURES MANUAL

Policy 001: Administrative Structure Policy

1.1 Purpose of the Manual

The policies and procedures outlined in this manual are designed to provide clear and comprehensive guidance for [COMPANY NAME], a residential facility for vulnerable youth. The primary goal is to ensure compliance with the *Children, Youth, and Families Services Act, 2017* (CYFSA) and other applicable regulations governing the care and well-being of youth in Ontario. By adhering to these policies, [COMPANY NAME] demonstrates its commitment to fostering a safe, supportive, and nurturing environment for all residents.

This manual serves to ensure that [COMPANY NAME] operates in alignment with all legislative requirements, maintains high standards of care, and provides a structured framework for operations. Through consistent application of these guidelines, [COMPANY NAME] creates an environment where safety, dignity, and personal growth are prioritized for each resident. Additionally, this manual acts as a vital resource for staff, outlining specific roles and responsibilities to ensure regulatory compliance.

1.2 Scope

The policies and procedures contained within this manual apply to all individuals connected to [COMPANY NAME], including the licensee, staff, residents, families, and partnering agencies. The purpose of these guidelines is to clarify roles, expectations, and the processes necessary for the successful operation of the residence.

The manual guides day-to-day operations, addressing various aspects of care, including intake, ongoing support, and discharge. All staff and stakeholders are expected to refer to this document to ensure consistency in decision-making and the care provided. The policies aim to safeguard the physical, emotional, and psychological well-being of residents, all while upholding their rights as enshrined in the CYFSA.

1.3 Organizational Overview

[COMPANY NAME] was established to provide a safe, nurturing, and stable home for youth experiencing difficult circumstances, including trauma, neglect, and behavioral challenges. The mission of [COMPANY NAME] is to [REDACTED]

Guided by principles of empathy, respect, and individual empowerment, [COMPANY NAME] offers culturally sensitive and trauma-informed care. The organization recognizes that each youth comes with a unique background, and services are tailored to meet their physical, emotional, and developmental needs. By working closely with the youth, their families (when appropriate), and external supports, [COMPANY NAME] aims to foster resilience and self-sufficiency.

Vision:

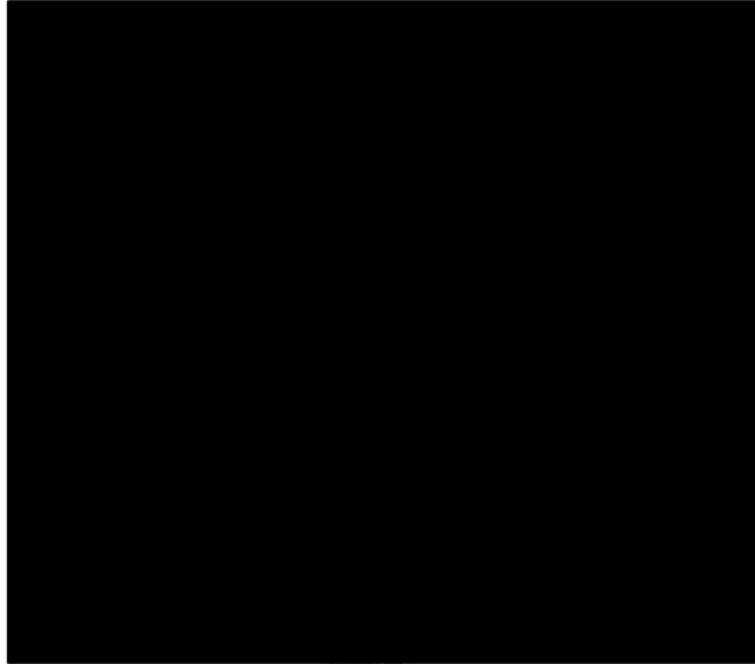
Mission:

Value:

1.4 Organizational Management

The management structure of [COMPANY NAME] ensures that all services are delivered efficiently and in full compliance with regulatory frameworks, particularly the CYFSA. The leadership team is headed by the [REDACTED]

Organizational Structure



The leadership team also includes:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

All staff members undergo ongoing professional development and training in trauma-informed practices, cultural competence, and crisis intervention to ensure high-quality, consistent care.

1.5 Service Description

[COMPANY NAME] provides specialized residential care for children and youth under the age of 18 who are in need of a safe, structured environment. The residence is designed to accommodate up to four residents, with flexibility to adjust for special circumstances such as sibling groups or high-risk cases. [COMPANY NAME] offers [REDACTED]

1.5.1 Trauma-Informed and Culturally Competent Care

[COMPANY NAME] adopts a trauma-informed approach that recognizes the impact trauma has on youth development and behavior. This [REDACTED]

1.5.2 Family-Centered and Individualized Care Plans

Every resident at [COMPANY NAME] receives a personalized care plan developed [REDACTED]

1.5.3 Therapeutic Milieu

The environment at [COMPANY NAME] is designed to promote healing, personal growth, and a sense of safety for children and youth. Residents are encouraged to develop essential life skills, learn emotional regulation techniques, and build healthy interpersonal relationships. Structured programming is provided, focusing on communication, conflict resolution, and coping strategies. Residents also participate in community-based activities, fostering social connections and a sense of belonging that extends beyond the residence.

1.5.4 Support for High-Risk and Complex Needs

[COMPANY NAME] is equipped to provide care for children and youth with high-risk behaviors, mental health challenges, and complex needs. The staff are trained in crisis intervention and skilled in working with external mental health professionals and social workers to ensure that specialized services are available when needed. Safety and emotional support are paramount in handling these cases, with interventions tailored to address each individual's unique needs.

1.5.5 Outcome-Focused Programming

The [COMPANY NAME] program is outcome-driven, with the primary goal of preparing residents for successful reintegration into a more stable living situation, whether that be with their family, in foster care, or transitioning to independent living. Each care plan includes [REDACTED]

Success is defined by [REDACTED]

1.5.6 Community and Cultural Integration

A key component of the [COMPANY NAME] model is fostering connections between residents and their community and cultural resources. [REDACTED]

1.6 Definitions

Key terms used throughout the manual include:

- **Resident:** Any youth placed in the care of [COMPANY NAME].
- **Placing Agency:** An organization or individual responsible for placing the youth in care, which may include child protection agencies, parents, or guardians.

- **Residential Care Worker:** Staff responsible for the daily supervision and care of residents.
- **Licensee:** [COMPANY NAME], the organization holding the license to operate under the CYFSA.
- **Case Record:** A compilation of all legal, medical, and personal documents pertaining to each resident.

1.7 Resident Records

[COMPANY NAME] maintains detailed records for each resident, ensuring compliance with *O. Reg. 156/18* of the CYFSA. All records are kept securely and are accessible only to authorized personnel to ensure confidentiality.

1.7.1 Resident's Name, Sex, and Date of Birth

Complete and accurate records are maintained for each resident, including their full name, sex, and date of birth. This information is collected during the intake process and kept up to date.

1.7.2 Parent/Guardian/Placing Agency Contact Information

The contact details for each resident's parent, guardian, or placing agency are recorded and verified at the time of admission. Updates are made as necessary throughout the resident's stay.

1.7.3 Social and Family History/Assessment on File

A comprehensive social and family history is collected for each resident to inform individualized care planning. This assessment is updated as needed to reflect any changes in the resident's circumstances.

1.7.4 Reason for Admission

The reasons for a resident's admission, including any safety or behavioral concerns, are documented in their case record. This information guides the care provided and is updated throughout their stay.

1.7.5 Legal Documents Concerning Admission

Any legal documents related to the admission and care of the resident are included in their case file, ensuring full legal compliance.

1.7.6 Agreement for Service

An agreement for service is established for each resident, outlining the terms and expectations of their care. This agreement is reviewed and updated regularly.

1.7.7 Court Experience/Involvement

Any involvement a resident has with the legal system is documented, allowing the care team to provide appropriate support during legal processes.

1.7.8 Experiences of Separation

Documentation of any significant separations from family or caregivers is maintained to help understand the resident's emotional needs.

1.7.9 French Language Services

French language services are available for residents and families as required under CYFSA, ensuring that communication is effective for all parties.

1.7.10 Other Information

Any other pertinent information required by regulation or deemed necessary for the well-being of the resident is recorded in their case file.

1.8 The Need for the Children Residence

[COMPANY NAME] is a response to a recognized and pressing need for a residence dedicated to the well-being of vulnerable youth facing significant life challenges. These children often come from environments of instability, trauma, or neglect and may have experienced unsafe conditions in previous residences or homes. The purpose of [COMPANY NAME] is to address these critical needs by offering

a structured and supportive environment that provides a comprehensive range of services. The goals are:

- **Creating a Secure and Stable Environment:** Children who have experienced instability in their previous environments require a safe and consistent residence to foster trust and security. [COMPANY NAME] [REDACTED]
- **Therapeutic and Psychological Support:** Many residents have endured traumatic experiences, which can manifest as anxiety, depression, post-traumatic stress disorder (PTSD), and other behavioral challenges. [COMPANY NAME] offers access [REDACTED]
- **Developmental, Educational, and Social Needs:** At [COMPANY NAME], growth in social, emotional, and academic areas is prioritized. Structured programs develop essential life skills such as communication, time management, and personal care, preparing residents for self-sufficiency. Residents are encouraged to engage in educational activities, participate in group sessions, and practice interpersonal skills in a safe, supervised environment.
- **Family and Cultural Connections:** Recognizing the importance of family and culture, [COMPANY NAME] promotes the integration of family visits (where appropriate) to rebuild relationships and strengthen bonds. [REDACTED]
- **Community Engagement and Reintegration:** The ultimate goal is to prepare each resident for eventual reintegration into family environments, foster care, or independent living. [REDACTED]

By addressing these areas comprehensively, [COMPANY NAME] seeks to create a nurturing, healing space that meets each resident's holistic needs.

1.9 The Description of the Needs of the Children to be Served in the Residence

The children and youth at [COMPANY NAME] often have unique and complex needs resulting from their life experiences. These needs are diverse and require tailored, compassionate care to help each child build resilience and gain stability.

- **Emotional and Psychological Support:** [REDACTED]
- **Educational and Cognitive Support:** [REDACTED]
- **Physical and Medical Needs:** [REDACTED]
- **Life Skills Development:** [REDACTED]

- **Social and Community Integration:**

These diverse needs necessitate a collaborative and multidisciplinary approach, involving care workers, educators, healthcare providers, and mental health professionals working together to support each child's overall well-being.

1.10 Residence Budget

The budget for [COMPANY NAME] is meticulously designed to cover all operational costs and provide high-quality care for the residents. Each expense category is essential for maintaining a safe, nurturing environment and ensuring the residence can meet the needs of every child.

Expense Category		
Mortgage		
Utilities		
Cable and Internet		
Gas for Vehicle		
Staff Salaries		
Food		
Recreation		
Toiletries and Personal Care		
Facility Maintenance		
Healthcare and Medical Supplies		

Total Monthly Cost:

This budget structure ensures that [COMPANY NAME] can consistently provide comprehensive care, maintain its facilities, and offer a range of supportive services that are crucial for residents' development and well-being.

1.11 Basic Necessities

To fulfill its mission, [COMPANY NAME] must maintain several key infrastructure elements, furniture, supplies, and safety measures.

Physical Infrastructure

1. **Living Spaces:** [REDACTED]
2. **Safety Features:** [REDACTED]
3. **Kitchen and Dining Area:** [REDACTED]
4. **Laundry Facilities:** [REDACTED]

Furniture and Equipment

1. **Bedroom Furniture:** Essential items include beds, dressers, nightstands, and storage units to give each resident a personal, organized space.
2. **Common Area Furnishings:** Comfortable seating, tables, and recreational equipment (books, games, and a television) foster socialization, creating a welcoming communal environment.
3. **Recreational Supplies:** [COMPANY NAME] provides resources for both indoor and outdoor recreation, including sports equipment, board games, and arts and crafts supplies, supporting a balanced lifestyle and creative expression.

Personal Care Items

1. **Hygiene Supplies:** Stocked toiletries such as towels, soap, shampoo, toothbrushes, and toothpaste ensure that residents' personal care needs are met.
2. **Medical Supplies:** A well-stocked first aid kit and any specialized equipment required by residents are maintained for immediate access.

Staff Resources

1. **Qualified Staff:** The residence employs staff trained in trauma-informed care, crisis intervention, and conflict resolution to ensure residents receive appropriate and empathetic support.
2. **Ongoing Training Programs:** Continuous professional development in areas such as emergency preparedness, medication management, and cultural competency is provided to ensure staff meet regulatory and care standards.

Comprehensive Safety Measures

1. **Individualized Safety Plans:** Each resident has a customized safety plan that accounts for their unique needs, which may include strategies for de-escalation or protocols for specific health issues.
2. **Routine Safety Audits and Incident Management:** Regular inspections and proactive management of any safety concerns are conducted to mitigate risks.
3. **Emergency Preparedness:** Emergency plans are established, including clear evacuation procedures, periodic drills, and contingency plans for various scenarios (e.g., fire, power outages, medical emergencies).

Section 1: Resident Policies

Policy 002: Admission Policy

Effective Dates: [Insert Effective Date]

Reviewed and Revised Dates: [Insert Reviewed/Revised Dates]

2.1 Purpose

The purpose of this policy is to outline the procedures and requirements for conducting a comprehensive pre-admission assessment for children and youth prior to their placement in [COMPANY NAME]. This ensures that the needs of the child can be adequately met and that the placement is safe and suitable for both the child and existing residents.

2.2 Additional Authority:

- Ontario Regulation 156/18, s.86.1
- Ontario Regulation 156/18, s.86.2

2.3 Scope

This policy applies to all children and youth being considered for placement in [COMPANY NAME], as well as all staff involved in the assessment and admission process.

2.4 Responsible Party

The Residential Care Manager at [COMPANY NAME] is responsible for administering and enforcing this policy. Contact: [Insert Contact Information]

2.5 Definitions:

- **Licensee:** The organization or individual holding the license to operate the residential setting.
- **Placing Agency:** The organization or individual responsible for placing the child in the residential setting.
- **Safety Plan:** A detailed plan designed to mitigate risks and ensure the safety of the child and others in the residential setting.

2.6 Policy Statement

[COMPANY NAME] is committed to providing a safe and supportive environment for troubled children and youth. The pre-admission assessment is a critical process to evaluate whether the residential setting can meet the immediate needs of the child and ensure their safety and well-being. This policy aligns with Ontario Regulation 156/18 to ensure compliance with legal requirements and best practices¹.

¹ O. Reg. 156/18, s.86.1(5)(10)

2.7 Policy

2.7.1 Content of Assessment:

1. The Residential Care Manager ensures that the child's case record includes a comprehensive written report with the date of completion, demonstrating an evaluation was undertaken prior to the decision to place the child. This report includes:
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
2. The Residential Care Manager also provides details of training completed by the staff who will provide direct care to the child in like with.

2.7.2 Written Report Provided to Placing Agency - Needs:

1. The Residential Care Manager ensures the child's case record includes a written report based on the evaluation of the child's needs, summarizing:
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
2. The Residential Care Manager in writing confirms that the written report is shared with the placing agency or person proposing to place the child before an admission decision is made.

C. Written Report Provided to Placing Agency - Other Individuals/Training:

1. The Residential Care Manager after filling out the form in Appendix 2, comes up with a written report that summarizes:
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]²
2. Documentation confirming the sharing of this report with the placing agency.
3. The Residential Care Manager in writing confirms that the written report is shared with the placing agency.
4. In providing the report, the Residential Care Manager ensures that no personal information is disclosed.

D. Conditions on Placement:

1. The Residential Care Manager at [COMPANY NAME] ensures that:

² O. Reg. 156/18, s.86.1(7)(10)

- [REDACTED]
- [REDACTED]

E. Information Gathered within 30 days:

1. The Residential Care Manager collects the following information within 30 days of the child's admission if not already collected during the pre-admission assessment:

[REDACTED]

2.8 Procedure

2.8.1 Pre-Admission Assessment Procedure:

1. Initial Contact:

- a. Upon receiving a referral for placement, the Residential Care Manager promptly schedules an initial meeting with the placing agency or individual. This meeting is crucial for gathering preliminary information about the child to understand the immediate and specific needs that will influence the suitability of the placement.
- b. The Residential Care Manager collects the following details during the initial contact:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

2. Evaluation Process:

- a. The Residential Care Manager, in collaboration with relevant staff, conducts a thorough and detailed evaluation of the child's immediate needs. This comprehensive evaluation includes, but is not limited to, the following aspects:

- i. **Medical History:** [REDACTED]
- ii. **Psychological History:** [REDACTED]
- iii. **Educational History:** [REDACTED]
- iv. **Social History:** [REDACTED]

- b. **Risk Assessment:** The [COMPANY NAME]'s team evaluates any potential risks posed by the child's behavior to themselves or others. This includes identifying behaviors that may require specific safety measures to ensure the well-being of all residents.
- c. **Compatibility Review:** Reviewing the profiles of current residents to evaluate potential impacts on care and ensure compatibility. This includes assessing:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

3. Training Review:

- a. The Residential Care Manager ensures that all staff members who will provide direct care to the child have completed the necessary training related to the child's specific needs. This training review will include:
 - i. Verifying the completion of mandatory training programs relevant to the care and support of the child.
 - ii. Ensuring staff are trained in handling specific medical, psychological, and behavioral issues that the child may present.
 - iii. Assessing the need for additional training or refreshers to adequately prepare staff for the child's arrival.

4. Report Preparation:

- a. The Residential Care Manager prepares a comprehensive written report that includes all required information as specified in O. Reg. 156/18, s.86.1(5)(10). This report will document:
 - i. The child's immediate developmental, emotional, social, medical, psychological, and educational needs.
 - ii. Any behaviors posing risks and the corresponding safety measures.
 - iii. An overview of the child's background and the circumstances necessitating residential care.
 - iv. Information about current residents and the potential impact on their care.
 - v. Details of the training completed by staff.

5. Report Sharing:

- a. The Residential Care Manager ensures the written report is shared with the placing agency or individual before an admission decision is made in line with Ontario Regulation 156/18, s.86.1(3)(a)(b)(10)³. This process includes:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

2.8.2. Post-Admission Follow-Up:

1. Initial 30 Days:

- a. **Information Collection:** Within 30 days of the child's admission, the Residential Care Manager ensures that all additional required information is collected and documented in the child's case record. This includes:

- i. [REDACTED]

³ O. Reg. 156/18, s.86.1(3)(a)(b)(10)

- ii. [REDACTED]
- iii. [REDACTED]

- b. **Care Plan Update:** The child's care plan is reviewed and updated based on any new information gathered during the first 30 days. This involves:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

Review and Revision

This policy shall be reviewed and revised annually, or as necessary, to ensure compliance with regulatory requirements and to reflect changes in organizational practices. The Residential Care Manager is responsible for initiating the review and revision process.

References

- Ontario Regulation 156/18, s.86.1
- Ontario Regulation 156/18, s.86.2

Policy Review and Approval

This policy shall be reviewed and approved by the [COMPANY NAME] Board of Directors.

- Any amendments to this policy shall be documented and approved by the same authority.

Approval Signatures

- Residential Care Manager: _____ Date: _____

Policy Distribution

- Copies of this policy shall be distributed to all employees and relevant personnel.
- An electronic copy shall be available on the [COMPANY NAME] intranet.

Appendix

[COMPANY NAME]

APPENDIX 1: Pre-Admission Assessment Written Report

Child's Information:

- Name: _____
- Age: _____
- Gender: _____

Placing Agency/Individual Information:

- Agency/Individual Name: _____
- Contact Person: _____
- Contact Information: _____

1. Evaluation Summary

A. Information Used to Complete the Evaluation:

[Redacted content]

B. Immediate Needs and Plan to Meet Them:

[Redacted content]

2. Emotional Needs:

3. Social Needs:

4. Medical Needs:

5. Psychological Needs:

6. Educational Needs:

C. Immediate Needs the Setting Cannot Meet and Alternative Plans:

2. Confirmation of Report Sharing

A. Documentation of Report Sharing:

B. Confirmation of Receipt by Placing Agency/Individual:

Residential Care Manager:

Notes:

- This form must be completed and included in the child's case record before an admission decision is made.
- Ensure all sections are thoroughly filled out and accurate.
- The Residential Care Manager is responsible for ensuring the completion and sharing of this report.

Distribution:

- This report shall be shared with the placing agency or individual as part of the pre-admission process.
- A copy of this completed form shall be retained in the child's case record.

APPENDIX 2: Pre-Admission Assessment Written Report- Other Individuals/Training

Child's Information:

[Redacted]

Placing Agency/Individual Information:

[Redacted]

1. Summary of Current Residents

A. Number of Children and Adults Receiving Care:

[Redacted]

B. Profiles of Current Residents:

[Redacted]

C. Summary of Needs, Services, and Supports:

2. Staff Training Details

A. Relevant Training Provided to Staff:

[Redacted content]

3. Confirmation of Report Sharing

A. Documentation of Report Sharing:

[Redacted content]

B. Confirmation of Receipt by Placing Agency/Individual:

[Redacted content]

Residential Care Manager:

[Redacted content]

Notes:

- This form must be completed and included in the child's case record before an admission decision is made.
- Ensure all sections are thoroughly filled out and accurate.
- The Residential Care Manager is responsible for ensuring the completion and sharing of this report.

Distribution:

- This report shall be shared with the placing agency or individual as part of the pre-admission process.
- A copy of this completed form shall be retained in the child's case record.

Policy 003: Security Policy: Daily Log for Documenting Health, Safety, and Well-Being

3.1 Purpose

The purpose of this policy is to ensure that [COMPANY NAME] maintains thorough, accurate, and real-time daily logs of events or incidents affecting or potentially affecting a resident's health, safety, or overall well-being. These logs form a vital part of daily care management and contribute to a proactive approach in maintaining a safe, nurturing environment for every individual in care. The practice of comprehensive logging supports continuous communication between staff, guarantees prompt attention to any concerns, and aligns with the regulatory standards governing residential care. [COMPANY NAME] emphasizes this documentation as a core responsibility to safeguard the physical and emotional welfare of each resident and to ensure that all significant occurrences receive the necessary attention and follow-up.

Daily logs serve as a critical tool for capturing the experiences and challenges faced by residents, enabling staff to respond appropriately and in a timely manner. This systematic documentation strengthens internal communication, aids in case reviews, and ensures transparency in [COMPANY NAME]'s service delivery. Additionally, it fulfills regulatory obligations under Minister's Regulation 96 clause (2)(f) and supports the organization's commitment to the high standards of care expected in residential settings.

3.2 Additional Authority

- i. **Minister's Regulation 96(2)(f)** – Requirements for documenting events that affect or may affect a resident's health, safety, or well-being in a residential facility.
- ii. **Residential Care Standards Act (RCSA), 2018** – Governing legislation for the care and protection of residents in community living environments.
- iii. **Ontario Regulation 164/19, s.87.3** – Sets forth residential care standards and documentation requirements for care providers.

3.3 Scope

This policy applies to **all residents of [COMPANY NAME]** and covers any and all events, incidents, or situations that could impact their health, safety, or well-being. Staff across all roles—ranging from direct care workers, case managers, administrative staff, and the Residential Care Manager—are responsible for adhering to this policy in documenting and reporting incidents. The policy encompasses observed, reported, or suspected occurrences and requires full compliance with logging procedures, regardless of the nature or perceived severity of the event.

3.4 Responsible Party

The Residential Care Manager

[Redacted Signature]

The Residential Care Manager

[Redacted Signature]

For further inquiries or clarification about logging protocols, the Residential Care Manager can be reached at:

[Insert Contact Information]

3.5 Definitions

- i. **Daily Log:** A written or electronic record maintained on a daily basis to document any event, incident, or situation that has the potential to affect the health, safety, or well-being of a resident at [COMPANY NAME].

ii.

iii.

iv.

v.

3.6 Policy Statement

[COMPANY NAME] is dedicated to maintaining the highest standards of care to ensure the safety, health, and well-being of each resident. As a key element of this commitment, all staff document daily events that could potentially impact the residents. This process supports continuity of care, facilitates communication among staff, and provides a clear record for external review, when required. Every recorded event is subject to regular review to ensure that concerns are appropriately addressed and that all care plans reflect the most recent resident needs.

[COMPANY NAME] fosters a culture of responsibility where all staff members are not only participants but key contributors in ensuring a secure and nurturing environment. The process of daily logging contributes significantly to this mission, helping to track the well-being of each resident and addressing any concerns in a timely and effective manner.

3.7 Policy

3.7.1 Daily Log: Health, Safety, and Well-Being Documentation

1. Event Documentation:

- a. Every staff member documents any event that affects or has the potential to affect a resident's health, safety, or well-being. The types of events recorded include:

i.

Health:

ii.

Safety:

iii.

Well-Being:

- b. For each event, the following details are documented:

- i.
- ii.
- iii.
- iv.
- v.

2. Serious Occurrences:

- a. Events categorized as serious, such as allegations of abuse or severe injury, are immediately escalated to the Residential Care Manager. In these cases, staff:

- i.
- ii.
- iii.
- iv.

3. Daily Review and Follow-Up:

- a. The Residential Care Manager reviews all daily logs at the end of each day to ensure accuracy and completeness. In cases where further clarification is needed, the manager follows up with the staff member responsible for the log entry.

4. Staff Communication:

- a. Logs form a central part of communication

5. Communication with External Parties:

- a. The Residential Care Manager ensures timely communication with parents, legal guardians, or placing agencies regarding any significant event that may impact the resident's health or safety.

3.8 Procedure

3.8.1 Daily Logging Process

1. Shift Initiation: Daily Log Review at Start of Shift

- a.
- a.
- b.

2. Real-Time Documentation Throughout Shift

- a. Throughout their shift, staff members document any event or incident that may affect a resident's health, safety, or emotional well-being. This documentation takes place

immediately following the event to ensure accuracy and completeness. Staff are required to [REDACTED]

- b. Every entry is made in real time, either in **written logs** or through the **electronic logging system** (depending on the facility's platform). [REDACTED]
- c. For incidents with delayed effects (e.g., gradual worsening of a medical condition), staff document [REDACTED]

3. Details to Include in Each Daily Log Entry

- a. Every event documented must include specific, standardized details to ensure consistency and clarity in reporting. Each entry must contain:
 - i. **Date and Time:** [REDACTED]
 - ii. **Resident Information:** [REDACTED]
 - iii. **Description of the Event:** [REDACTED]
 - iv. **Health Observations:** [REDACTED]
 - v. **Staff Actions Taken:** The immediate actions taken by the staff member, including:
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - vi. **Communication Log:** Documentation of any communication with parents, legal guardians, placing agencies, or medical professionals. This should include:
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - vii. **Follow-up Actions:** Any necessary actions taken after the immediate response, such as arranging for a medical appointment, modifying a resident's care plan, or notifying external agencies.

4. Types of Incidents That Require Documentation

[REDACTED] Every type of incident that may impact a resident's well-being is documented. These [REDACTED]

a. Medical Incidents:

- i. Medical incidents encompass any situation where a resident's physical health is compromised, or a medical intervention is required. These include:

- **Injury:** [REDACTED]

- **Illness:** [REDACTED]

- [REDACTED]

- [REDACTED]

b. **Behavioral Incidents:**

- ii. Behavioral issues are carefully documented to ensure that appropriate interventions can be applied and tracked over time. These may include:

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

c. **Environmental Incidents:**

- iii. Any safety hazards or environmental conditions that may affect the health or safety of residents are documented. This could include:

- **Fire Alarm Activations:** [REDACTED]

[REDACTED] and any issues encountered during the process.

- **Broken Equipment or Facility Damage:** [REDACTED]

- **Natural Disasters or Extreme Weather:** [REDACTED]

d. **Well-Being Concerns:**

- iv. Changes in a resident's mental or emotional well-being are also critical to document, especially if the change is negative or sustained over a long period.

- **Emotional Support:** Any provision of emotional or psychological interventions, is documented.

- **Isolation or Withdrawal:** If a resident begins to withdraw from social [REDACTED] resident to a mental health professional.

3.8.2 Serious Occurrences

1. Identifying Serious Occurrences

- a. A serious occurrence involves incidents that demand immediate reporting to the **Ministry of Children, Community, and Social Services** or other regulatory bodies. These include:

- i. [REDACTED].
- ii. [REDACTED].
- iii. [REDACTED].
- iv. [REDACTED].

2. Immediate Response Protocol

- a. Upon identification of a serious occurrence, staff immediately notify the **Residential Care Manager**, who coordinates the necessary response, including filing the **Serious Occurrence Report** with the Ministry. The steps for responding include:

- i. [REDACTED].
- ii. [REDACTED].
- iii. [REDACTED].
- iv. [REDACTED].

3. Documentation of Serious Occurrences

- a. Each serious occurrence is documented comprehensively within the daily log, ensuring:

- i. [REDACTED].
- ii. [REDACTED].
- iii. [REDACTED].
- iv. [REDACTED].

4. Post-Incident Review

- a. After a serious occurrence, the **Residential Care Manager** conducts a full debrief with the staff involved, ensuring that all necessary corrective actions have been taken, and that the incident is properly documented for future reference.

3.8.3 End-of-Shift Review and Supervisor Oversight

1. End-of-Shift Log Review

- a. At the end of each shift, the **Residential Care Manager** or designated **Shift Supervisor** reviews the daily log entries to ensure completeness and accuracy. This review involves:

- i. [REDACTED].
- ii. [REDACTED].
- iii. **Verifying the accuracy** [REDACTED].

2. Daily Summary Meeting

- a. Supervisors may conduct **end-of-shift summary meetings** with staff to discuss the key incidents of the day, assess the effectiveness of interventions, and determine whether any incidents require immediate escalation or further attention.

3.8.4 Monthly Log Review and Analysis

1. Monthly Audit Process

- a. The **Residential Care Manager** undertakes a full audit of daily logs on a monthly basis to identify patterns, trends, or emerging concerns across residents. This review helps:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

2. Action Planning and Follow-Up

- a. After identifying trends or concerns during the monthly review, the Residential Care Manager develops **action plans** to address them. For example:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]

3.8.5 Staff Training and Competency Maintenance

1. Initial Training

- a. All staff members receive comprehensive training on the daily logging process as part of their onboarding. This training covers:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]
- iv. [REDACTED]

2. Ongoing Training and Refresher Courses

- a. To maintain high standards, ongoing training is provided periodically to refresh staff knowledge on:

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]
- iv. [REDACTED]

3.9 Review and Revision

The Residential Care Manager reviews this policy annually to ensure compliance with current regulations and operational standards. Any necessary revisions are communicated to staff immediately, ensuring that all changes are effectively implemented in practice.

3.10 References

- **Minister's Regulation 96(2)(f)** – Requirements for documenting events affecting resident health, safety, or well-being.

- Residential Care Standards Act (RCSA), 2018
- Ontario Regulation 164/19, s.87.3

3.11 Approval Signatures



3.12 Policy Distribution

A copy of this policy is distributed to all staff members and remains accessible electronically via [COMPANY NAME]'s internal documentation systems.

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