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**Licensing Inspection Report ( Annual Inspection )**

Facility: HIGHLAND MANOR REST HOME

Address: 175 NEW HAVEN RD.  
NEILS HARBOUR NS, B0C 1N0

Date(s) of Inspection: August 17, 2020

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**Requirements resulting from licensing inspection:**

1. LTCPR 7.1.7  
The licensee shall ensure the home's policies are reviewed a minimum of every three years, or more frequently as required to ensure they are current, and they are revised as needed.
2. LTCPR 6.8.3, LTCPR 6.8.4  
The licensee shall ensure upon admission, and as needed, there is evidence of discussion with residents and/or authorized designates about options for end of life care including options for the degree of medical intervention. Residents'/authorized designates' goals of care and choices are documented accordingly on the plan of care and/or personal directive, if completed, and are placed on the resident record and followed.
3. LTCPR 6.8.7  
The licensee shall ensure there are procedures in place to direct staff in the event of an expected death or an unexpected death.
4. LTCPR 7.1.12  
The licensee shall ensure required inspections of the home and equipment are completed and documentation is maintained to demonstrate compliance with requirements. These include, but are not limited to, manufacturer requirements, safety requirements, sprinkler systems, water testing, fire alarms and fuel systems.
5. LTCPR 9.2.2 c  
The licensee shall ensure the Business Continuity Plan is reviewed a minimum of annually and revised as necessary to ensure it is current.

- 6.** HSCR 25(1), LTCPR 6.2.13  
Every home for special care shall have a medical health advisor who shall be a duly qualified medical practitioner.
- 7.** LTCPR 9.2.1 a  
The licensee shall ensure there is a documented All Hazards Plan which is reviewed a minimum of every three years and revised as necessary to ensure the plan is current. The All Hazards Plan shall address: emergency evacuation, emergency relocation, emergency expansion, emergency isolation, bomb threat/suspicious package, external air exclusion, chemical spill, violent person and facility access control.
- 8.** LTCPR 9.2.2 a  
The licensee shall ensure there is a documented Business Continuity Plan that addresses the operational recovery and continuity of services in the face of a disaster, labour disruption or other major outage. The Business Continuity Plan includes the following: hazard, vulnerability and risk assessment, mission critical activities, recovery strategies, loss of electrical power, water, heat, ventilation and waste water services, loss of information technology (computer / telephone / fax) priorities, geographic footprint and pandemic situation (pandemic planning is undertaken and completed in accordance with direction received from the Department of Health and Wellness.)
- 9.** LTCPR 11.1.3  
The licensee shall ensure a written human resources plan is developed and includes the anticipated human resources required to deliver consistent, quality services.
- 10.** HSCR 27(7), LTCPR 9.2.4.b  
The licensee shall ensure fire drills are conducted a minimum of monthly in accordance with direction from the Office of the Fire Marshal.
- 11.** LTCPR 7.3.3  
Requirements for Nursing Homes - The licensee shall ensure family council meetings are held a minimum of twice annually. Family members are notified of meetings in advance and are encouraged to participate.