Requirements resulting from licensing inspection:

1. **LTCPR 7.1.10 b**
   The licensee shall ensure on admission, residents and/or authorized designates are provided with written information about the services provided by the home.

2. **LTCPR 6.1.1**
   The licensee shall ensure policies and procedures that reflect leading practices regarding assessments are developed and followed.

3. **LTCPR 7.1.9**
   The licensee shall ensure a policy for receiving, investigating and resolving complaints is developed and implemented.

4. **LTCPR 9.2.3.a**
   The licensee shall ensure there is a documented Staff Call Back Plan that includes: current staff phone numbers, procedure for staff call back, priority for contacting staff and how long it will take staff to arrive on site.

5. **LTCPR 8.6.1**
   The licensee shall ensure a written code of ethics for the home is developed and followed.

6. **HSCR 31, LTCPR 12.2.2.2.f**
   The licensee shall ensure aesthetic, functional and surface integrity of the following are maintained: all furnishings, equipment, exposed mechanical and electrical systems and components such as, but not limited to, fixtures, trim, devices, enclosures and fabrics.