

EC10.8 Appendix D

Appendix D: Professional Standards Unit

As we continue to develop expertise and utilize existing resources, plans may require future funding for a more dedicated Professional Standards Unit to be focused on maintaining and enhancing quality and safety, and reducing risk. The Unit would focus on increasing efficiency, quality and safety, improved communication among staff and will reduce risk and inconsistent practice thereby improving the quality of the resident experience.

The Unit would have the responsibility of continually assessing practice standards and the delivery of services against standards of excellence to identify leading practices and areas for improvement and will investigate and recommend corrective measures in those instances where practice standards have not been met, could be improved or have been breached.

The Unit would ensure that:

- staff are practising his/her profession with integrity and professionalism
- staff are considering the impact of his/her actions on his/her respective profession, the home, the division and the City of Toronto as a whole
- staff conduct is assessed from the perspective of the professional practice standards.

This Unit would provide our customers (residents, clients, family members, and staff), partners and agencies a direct confidential pathway to share experiences and concerns regarding the delivery of long-term care services. The Professional Standards Unit will ensure timely investigation of all inquiries through a transparent process aimed at ensuring a thorough review of all inquiries and overseeing the resolution process.