

## ACCOUNTABILITY

### INTRODUCTION TO THE ACCOUNTABILITY PROCESS

#### OVERVIEW

#### DEFINITION OF ACCOUNTABILITY

Accountability has been defined as the obligation to answer for a responsibility that has been conferred. It presumes the existence of at least two parties: one who allocates responsibility and one who accepts it with the undertaking to report upon the manner in which it has been discharged. (*Office of the Auditor General of Canada: Report of the Independent Review Committee, Ottawa 1975*).

#### MANDATE AND AUTHORITY OF LTC DIVISION

The Long-Term Care Division is responsible for the management of the long-term care facility program. Its mandate for the managing of the long-term care facility program is set out in the legislation governing the program.

Long-term care facilities are governed by the following Acts as amended by Bill 101 (*The Long-Term Care Statutes Law Amendment Act, 1993*).

- Nursing Homes: *Nursing Home Act*, R.S.O. 1990, c.N.7 and Regulations under that Act;
- Municipal Homes for the Aged: *Homes for the Aged and Rest Homes Act*, R.S.O. 1990, c.H.13 and Regulations under that Act;
- Charitable Homes for the Aged: *Charitable Institutions Act*, R.S.O. 1990, c.C.9 and Regulations under that Act.

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**LONG TERM CARE  
FACILITIES:  
GOVERNING BODIES**

**Homes for the Aged**

Under current legislation, charitable homes for the aged are governed by a Board of Directors, and municipal homes for the aged are governed by a Committee of Management or a District Board of Management.

**Nursing Homes**

The licensee is accountable for the care and services provided by the facility. In addition, the administrator has certain statutory obligations as defined by the Act and regulations. Licensees may be non-profit or for-profit operators.

**GOVERNANCE**

Governance responsibilities include but are not limited to:

- determining the organization's values, mission and purposes
- selecting an administrator and evaluating his/her performance
- ensuring effective organizational planning
- evaluating the effectiveness of the organization's programs and services
- assessing its own performance as a governing body
- enhancing the organization's public image
- ensuring adequate resources and effective use of resources.

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#### GOVERNANCE FUNCTIONS (cont.)

As part of Phase II legislation, further work will be undertaken in examining the governance function of LTC facilities, in order to develop comprehensive legislation. As part of this process, consultation with the long-term care sector, other stakeholders and interest groups will be undertaken.

In the interim, however, *the Homes for the Aged and Rest Homes Act* and the *Charitable Institutions Act* will remain in effect.

#### RESPONSIBILITIES OF LONG TERM CARE FACILITIES

Long-term care facilities are responsible to the Long-Term Care Division for:

- the quality of care, programs and services provided to the residents of long-term care facilities in accordance with:
  - applicable Acts and regulations;
  - the terms and conditions of the service agreement between the facility and the Province;
  - the standards and criteria contained in the LTC Facility Programs and Services Manual;
  - Ministry policies and directives.
- the management of public funds received for this purpose; and
- the management of residents' funds held in trust.

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**RESPONSIBILITIES OF  
THE LONG-TERM CARE  
DIVISION**

The Division's responsibilities include:

- informing residents, staff members and the general public about the long-term care facility program;
- establishing fair and achievable standards of resident care and facility operations;
- providing funding in keeping with the established funding formula;
- monitoring and evaluating facilities' performance based on established standards and criteria; and
- taking action to support achievement of desired outcomes.

**ACCOUNTABILITY  
PROCESS**

The Long-Term Care Division recognizes:

- the contribution provided by the involvement of residents, families and facility staff in the planning and evaluation of care, programs, and services;
- the uniqueness of each long-term care facility with respect to its history, ownership and sponsorship;
- the need for flexibility to meet different resident needs and to support innovation in providing resident care, programs and services;
- the need to build upon long-term care facilities' internal and external accountability mechanisms.