



August 18, 2023

To facilitate an efficient and effective survey process, the items listed below are requested upon entrance on all complaint surveys. These items are the minimum the complaint investigator may ask for and it is requested that all items be provided within 24 hours of entrance.

We would also value receiving feedback about the providers' survey experience. Providers can easily submit feedback on a submission form at their convenience utilizing this link: [DIAL Survey Feedback](#).

Respectfully,

Long Term Care Managers
Health & Safety Division, Health Bureau

COMPLAINT ENTRANCE ITEMS NEEDED:

- Secure Wi-Fi Access
- Electronic Health Records Access
- Facility floor plan
- Online reports to DIAL/pending investigation list since last survey
- Current Census
- Resident Matrix
- Resident Room Roster
- List of BIMS scores for all current residents
- Staff Roster - all staff/all departments with titles and phone numbers
- Nursing staff schedule for the past 30 days
- All staff schedules for the upcoming week
- QA sign-in sheets since last survey