

1. FACILITY SERVICES & EQUIPMENT

Objective: The maintenance of facility services and equipment are activities which include keeping the facility and its equipment in proper operating condition in a routine, scheduled or anticipated fashion so that they can be effectively used for their intended purposes.

Practices are responsible for facility maintenance including cleaning, sterilization, inspection and storage of equipment. They will ensure that the facilities are able to safely and comfortably accommodate any team member, clientele and animals that are present, and have the necessary facilities and equipment to provide the veterinary services commensurate with their scope of practice and species that receive veterinary care.

	A. FACILITY STRUCTURE (applies to hospital and offices only) Requirements				
		YES	NO	N/A	
1.	When consultations are carried out at the practice there is a self-contained reception area of adequate size. The reception area cannot be within an examination room. The reception area is entered directly from outside of the facility and contains sufficient seating for the reasonably expected number of clients.				
2.	The practice contains a washroom that can be used by clients which is clean and orderly. The washroom sink is only used for the purpose of hand washing.				
3.	All areas inside and outside of the facility appear clean, orderly (uncluttered), in good repair and free of hazards to team members, clientele and patients.				
4.	The practice has adequate humidity and temperature control to assure the comfort of team members, clientele, and patients.				
5.	Lighting in all rooms (includes hallways, reception area, examination and surgical rooms) is adequate and functional for the purposes for which the room is to be used.				
6.	Examination surfaces are large enough for the expected size of animal and made of fluid impervious materials suitable for thorough cleaning and sanitizing.				



YESNON/A7. Treatment/examination rooms are large enough to accommodate readily a veterinarian, an animal, a client and if necessary, at least one team member and the required equipment.□□□8. Each examination room has a sink located in or convenient to it, to facilitate hand washing between patients.□□□9. Each treatment area contains a drained sink with hot and cold running water. The sink is not to be used to clean dishes used for food for human or animal consumption.□□□10. There is adequate space for storage of drugs, equipment, appropriate for the scope of practice and species.□□□	YESNON/A7. Treatment/examination rooms are large enough to accommodate readily a veterinarian, an animal, a client and if necessary, at least one team member and the required equipment.□□□8. Each examination room has a sink located in or convenient to it, to facilitate hand washing between patients.□□□9. Each treatment area contains a drained sink with hot and cold running water. The sink is not to be used to clean dishes used for food for human or animal consumption.□□□10. There is adequate space for storage of drugs, equipment, cleaning materials, food supplies, medical records, etc.,□□□	7	A. FACILITY STRUCTURE (applies to hospital and offices only) Requirements				
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A mobile unit has a stationary element called a base unit. The base unit is a space for secure storage of equipment, supplies, pharmaceuticals, and medical records for the mobile unit. The space may be in a hospital, office, a personal residence of the practice owner and/or facility director, or another approved location.

B. FACILITY STRUCTURE (applies to the base unit of mobile practices) Requirements

		YES	NO	N/A
1.	The base unit has adequate space for storage of drugs, equipment, cleaning materials, food supplies, medical records, etc. appropriate for the species and scope of practice.	٥		
2.	Lighting in the base unit is adequate and functional.			
3.	The base unit has adequate humidity and temperature control.			
4.	All areas inside and outside of the base unit appear clean, orderly (uncluttered), in good repair and free of hazards.			
	otes Section: Where is your base unit located? Explain hov eets the requirements.	v your	base u	init



1. FACILITY SERVICES & EQUIPMENT

Objective: The veterinarian must be able to perform a general physical examination of patients that are treated at the practice.

C. FACILITY EQUIPMENT Requirement					
	YES	NO	N/A		
Equipment appropriate for the physical examination of the range of species treated at the practice is available.					
lotes Section: List the equipment you have at your facility t conduct a physical examination.	that is t	used to	D		



1. FACILITY SERVICES & EQUIPMENT

Objective: There must be adequate equipment to enable restraint of animals under normal circumstances sufficient for a general physical examination and where applicable, administration of treatments, commensurate with the scope of practice.

). ANIMAL RESTRAINT Requirement	T		
	YES	NO	N//
Adequate and humane animal restraint measures are in			
place to protect team members and animals.			
lotes Section: Explain what your facility has in place to me uch as the methods of restraint that are available. Do you rocedures for staff to follow?			
cedures for staff to follow?			



1. FACILITY SERVICES & EQUIPMENT

Objective: There must be sufficient supplies and equipment to support routine treatment procedures commensurate with the scope of practice. Practices that have a mobile and self-standing component (hospital or office) may share equipment and supplies between the facilities provided patient needs can be met in a timely manner.

D. FACILITY SUPPLIES Requirement				
		YES	NO	N/A
	Equipment and supplies appropriate for the procedures used to treat the range of species at the practice are available.			
	otes Section: List the equipment and supplies your facility quirement.	has to	meet	this
1				



Objective: The complete medical record is a compilation of all information that pertains to the care of an animal or a group of animals and documents the management of a case. It is a legal document that represents the veterinarian's thought process, decisions, judgement, actions and interactions with others (clients, colleagues, other caregivers, and service providers such as specialists and laboratories), each of which has an impact on patient outcome.

The medical record is also a communication tool which facilitates the continuity of care for animals both within and between veterinary team members. A quality record is fundamental to quality practice.

The Professional Practice Standard: Medical Records applies to all veterinarians and all medical record systems (e.g., electronic, paper or a combination of both).

Α.	REQUIREMENTS FOR ELECTRONIC MEDICAL RECORDS R	equire	ments	
		YES	NO	N/A
1.	The electronic computer system includes a password and other reasonable methods of protecting against unauthorized (internal and external) access.			
2.	The electronic computer system automatically backs up files and allows the recovery of backed-up files or otherwise provides reasonable protection against loss or damage to and inaccessibility of information.			
3.	The electronic computer system has a secure method that permits only the member to apply an electronic signature to a document that is issued electronically and must be signed by the member.			
4.	The electronic computer system provides a visual display of recorded information for each animal in chronological order.			
5.	The electronic computer system provides a means of access to the record of each animal by its name or other unique identifier.			
6.	The electronic computer system is capable of printing the recorded information promptly.			



A. REQUIREMENTS FOR ELECTRONIC MEDICAL RECORDS Requirements					
	YES	NO	N/A		
7. The electronic computer system maintains an audit trail which must be in chronological order.					
8. Peripheral, handheld and wireless computing devices containing medical record information are maintained with similar data security as the main server.					
Notes Section: What electronic system or software is used a Explain how your facility meets these requirements. How do information is protected from unauthorized access and/or d do you ensure that changes to the record are documented a entry is preserved?	o you e lata bro	nsure eaches	the s? How		



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D	B. UNIVERSAL MEDICAL RECORDS Requirements				
в.	UNIVERSAL MEDICAL RECORDS Requirements	YES	NO	N/A	
1.	Records are kept in a systematic manner. There must be an established system of medical record keeping within the practice.				
2.	Medical records must be legible if handwritten.				
3.	When appropriate, standard abbreviations are utilized.				
4.	Medical records are retained for a period of at least five (5) years after the date of the last entry in the record.				
5.	The author of all medical record entries must be identified.				
6.	The fees and charges showing separately those for drugs and those for advice or other services.				



B. UNIVERSAL MEDICAL RECORDS Requirements					
	YES	NO	N/A		
7. Documentation of informed consent is evident and	-	-			
appropriate for the recommended services.					
Notes Section: Describe how your facility meets these requi	remen	ts.			



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C. CONTENT OF MEDICAL RECORDS FOR COMPANION ANIMAL Requirements				
	YES	NO	N/A	
 The medical record contains the date of each time the animal is seen. 				
 2. Patient information is properly identified. The following information is recorded accurately on each patient's medical record: a. Animal identification (patient name or unique identifier) b. Species c. Breed d. Color and/or markings e. Age f. Sex 				
The client's name, address and telephone numbers are recorded within each patient's medical record.				
 If the client is likely to be absent from their address while the animal is confined at the practice, the name, address and telephone number of a person to be contacted in case of an emergency is documented. 				
5. A history of the animal's health.				
 Particulars of each assessment including physical examination data. 				



C. CONTENT OF MEDICAL RECORDS FOR COMPANION ANIMAL Requirements					
	YES	NO	N/A		
7. An assessment of the animal is documented.					
 A copy of all reports prepared by the veterinarian in respect of the animal. 					
 Lab samples, animal remains, etc. have a means of patient identification (i.e. name of patient, and client's last name or patient ID number). 					
10. The vaccination history is part of the medical record and is easily retrievable.					
 Records of treatment, both medical and surgical, reflect all procedures performed. 					
 Professional advice and client communication is adequately documented. 					
Notes Section: Describe how your facility's records meet the examples of medical records to demonstrate how the require					



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D.	D. CONTENT OF MEDICAL RECORDS FOR LARGE ANIMAL Requirements					
		YES	NO	N/A		
1.	The medical record contains the date of each service.					
2.	Patient information is properly identified: Individual or herd identification, including breed and sex.					
3.	The client's name, address and telephone number(s) are recorded within each patient's medical record.					
4.	The name and telephone number of a person to be contacted in the absence of the client.					
5.	A history of presenting complaint or reason for visit is documented.					
6.	Particulars of each assessment, including any laboratory investigations performed or ordered by the veterinarian and the results of each assessment.					
7.	A copy of any report prepared by the veterinarian in respect of the individual or herd.					
8.	Lab samples, animal remains, etc. have a means of patient identification (i.e. individual animal identification and client's last name).					



D. CONTENT OF MEDICAL RECORDS FOR LARGE ANIMAL Requirements					
	YES	NO	N/A		
9. A complete record of all written prescriptions and drugs that the veterinarian has prescribed or dispensed, including withholding times.					
10. Professional advice and client communication is adequately documented.					
Notes Section: Describe how your facility's records meet the examples of medical records to demonstrate how the require					



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D.	D. CONTENT OF MEDICAL RECORDS FOR POULTRY Requirements				
		YES	NO	N/A	
1.	The medical record contains the date of each service.				
2.	 Patient information is properly identified. The following information is recorded accurately in the medical record: Bird or flock identification, or both – flock or patient name or unique identifier Species and type 				
3.	The client's name, address and telephone number(s) are recorded within each patient's medical record.				
4.	The name and telephone number of a person to be contacted in the absence of the client.				
5.	A history of presenting complaint or reason for visit is documented.				
6.	Particulars of each assessment, including any laboratory investigations performed or ordered by the veterinarian and the results of each assessment.				
7.	A copy of any report prepared by the veterinarian in respect of the bird or flock.				



D. CONTENT OF MEDICAL RECORDS FOR POULTRY Requirements					
	YES	NO	N/A		
8. Lab samples, animal remains, etc. have a means of patient identification (i.e. bird or flock identification and client's last name).					
 A complete record of all written prescriptions and drugs that the veterinarian has prescribed or dispensed, including withholding times. 					
 Professional advice and client communication is adequately documented. 					
Notes Section: Describe how your facility's records meet the examples of medical records to demonstrate how the require					



3. SAFETY MANAGEMENT

Objective: All practices are responsible for protecting the health and safety of team members, the public and animals from exposure to hazards and risks.

Each veterinary practice should identify risks and hazards and plan specific responses for each scenario. Planning for these situations is recommended for the safety of team members, patients and the public as well as ensuring ongoing patient care. Each practice has legal obligations to meet at the municipal, provincial and federal level.

The intention of the Safety Management standards is not to replace the Occupational Health and Safety Act (OHSA) which is Ontario's cornerstone legislation for workplace health and safety. These standards are to ensure the public that practices are upholding their responsibility to workplace safety for all who interact with the practice. Other contributing legislation includes Fair Workplaces and Better Jobs Act, as well as the Workplace Safety and Insurance Act (WSIA), Part II which deals with the prevention of occupational injury and disease and the Human Rights Code, which often has to be considered in dealing with OHSA issues.

Requirements					
		YES	NO	N/A	
1.	The practice is expected to comply with federal, provincial and municipal legislation regarding workplace safety.				
2.	The practice has a written emergency preparedness plan including fire safety management.				
3.	Adequate emergency lighting exists.				
4.	Security management is in place to prevent theft, including any drugs.				
er	Notes Section: Do you have written policies or procedures in place on emergency preparedness? Do you have ready access to the applicable workplace safety legislation?				



4. PROFESSIONAL REFERENCE SOURCES

Objective: The Professional Reference Sources must be relevant to both the scope of practice conducted at the practice, and the species of animal that are cared for by the practice. Veterinarians and team members at the practice must have prompt access to current, relevant and peer-reviewed medical information.

The information can be in the form of printed material, electronic storage format or via the internet. It is recommended that in the case of an electrical outage, the facility still has access to resource materials as necessary.

Requirements					
	YES	NO	N/A		
At the time of inspection, members should be able to demonstrate the ability to access current scientific literature relevant to their scope of practice. (i.e. the species they treat and the services they provide).					
Notes Section: List the reference sources you use and ensure they are the mos					
up to date version.					



5. PROFESSIONAL PRACTICE

Objective: Veterinary medicine is a provincially regulated, self-governing profession. This privilege comes with significant commitment to protecting the public interest. As members of a self-regulated profession who serve the public and society, veterinarians earn and maintain the public trust through engagement in principle-guided ethical practice. Veterinarians hold themselves, their colleagues, and their profession to a high standard of ethical conduct, reflecting the core values and principles of the profession. The College and the public have the reasonable expectation that the care and service provided by veterinarians reflects these values.

Every veterinary practice is operated in accordance with the Veterinarians Act, the regulations and the facility standards established by the Council under section 8 of the Act. (O.Reg.1093 section 10(c)(i)).

The role of a facility director for the purposes of facility accreditation is an important one. To assist in understanding the role and responsibilities, the Policy Statement – Facility Director - Accreditation has been developed to clarify the obligations and responsibilities of a facility director with respect to ensuring that an accredited veterinary facility is operating in accordance with the Veterinarians Act, its Regulations, and facility standards as established by the Council under section 8 of the Act.

Requirements

		YES	NO	N/A
1.	The practice has, and appears to have, the practice of veterinary medicine as its primary purpose.			
2.	The practice is separate and distinct from any other business enterprise.			
3.	The name of the facility is in accordance with the College's advertising regulations. There are no facility naming rules; however, the facility name must comply with the advertising regulations.			
4.	Veterinarians who are veterinary practice owners will hold a general licence. If the veterinarian owner has a restriction on their licence, the conditions of the certificate of accreditation are consistent with the restriction, if applicable. Veterinarians with a restricted licence with direct or indirect supervision are not permitted to own a practice.			



_		YES	NO	N/A
5.	There is evidence that communication to the public clearly confirms the scope of services and species that are offered at the facility. Any changes to the scope of services and/or species must be reported to the College immediately.			
6.	The certificate of accreditation must be displayed in a location visible to the public within the practice. The name of the facility director and their contact information are clearly and publicly displayed at the veterinary facility.	٥		٥
7.	There is evidence of an arrangement for clients to receive medically necessary services in a prompt fashion outside of regular hours (otherwise known as after-hours care) and that clients are informed of this arrangement.			
pla wa	tes Section: Describe how your facility meets these requir ace to inform clients about the arrangements for after-hou ys you advertise your services to the public and ensure the advertising regulations.	urs car	e? List	the



6. PHARMACEUTICAL MANAGEMENT

Objective: Veterinarians are authorized to prescribe, dispense, and administer pharmaceutical products, including medication and drugs. These products must be handled responsibly and in compliance with provincial and federal legislation. It is essential that such products are safe, effective, and are prescribed and used rationally.

Veterinarians are authorized to prescribe, dispense and administer controlled drugs and narcotics. With that authority comes the responsibility to mitigate the risk of inappropriate or illegal access to controlled drugs. This responsibility includes the overall management of any controlled drugs used in a veterinary practice, including disposal.

The College's Professional Practice Standard: Management and Disposal of Controlled Drugs applies to all veterinarians who prescribe, dispense or administer controlled drugs.

Re	Requirements				
		YES	NO	N/A	
1.	Access to pharmaceuticals is restricted to authorized individuals. If controlled substances are used, reasonable or necessary steps are taken to keep controlled substances secure. Access is restricted in a manner that prevents theft or misuse.				
2.	Maintains a record keeping system for inventory management of all medication that includes regular audits. If controlled drugs are used, proper logs and inventory management is expected to follow provincial and federal legislation. A current verifiable monthly inventory of controlled drugs is required (a controlled drug audit is performed every 21 - 31 days).				

October 2023



Requirements				
	YES	NO	N/A	
 The medication storage system ensures that all medications are easily located and properly identified at all times. 				
4. Proper storage and handling of medication is evident to ensure the integrity and efficacy of the medication and adheres to the manufacturer's recommendations.				
5. Handling, administering and dispensing of medications ensures cross-contamination or adulteration is prevented and ensures the safety of the team member handling or administering the medication if applicable.				
6. There is evidence of access to at least one (1) current written or electronic veterinary pharmaceutical reference that is specific to the species and the scope of practice.				
7. Expired, damaged or contaminated drugs are identified and kept separate from regular inventory until safely disposed of.				
8. Safe disposal of expired, unusable, damaged or contaminated drugs is expected to be done in accordance with federal regulations and any environmental requirements set out by federal, provincial and/or municipal jurisdictions.				
Municipal jurisdictions. Notes Section: Explain how your facility meets these requirements. Do you have processes in place for safety, security, and inventory monitoring of drugs in your facility?				



7. BIOSECURITY BIOMEDICAL WASTE MANAGEMENT

Objective: The reduction of risk, prevention, or control of infections or potentially infectious agents within the facility is important for the delivery of good veterinary care and for the protection of team members, clientele, animals and the public.

The public is assured that there are safeguards in place to reduce the risk of exposure to infectious agents to them and their animals with respect to the facility. There are preventive measures in place to ensure that all team members working in or from the facility are protected from exposure to infectious agents.

The facility maintains and adheres to appropriate and adequate infection control procedures.

Re	Requirements				
		YES	NO	N/A	
1.	The practice has a written policy for dealing with infectious and zoonotic cases, as well as overall infection control, such that team members are aware of said policy.				
2.	Procedures are in place to minimize cross-infection. Cleaning and disinfection materials must be readily available and used in all areas of the practice. There are routine practices to ensure frequent hand washing to prevent spread of infectious diseases.				
3.	There is general housekeeping and maintenance to keep the practice clean, well maintained and in good repair. This applies to hospitals, offices, mobiles and their base unit.				
4.	Client and patient areas of the practice are neat, clean and well organized. (N/A – mobiles).				
5.	Based on the scope of practice, adequate refrigeration or freezer capacity is available. Food requiring cold storage is stored separately from clinical supplies or samples (e.g. pharmaceuticals, lab samples, animal remains) in a manner that prevents cross contamination.				
6.	The facility contains an adequate number of puncture- proof containers into which needles, scalpel blades and other items capable of penetrating skin are discarded.				





Re	equirements			
		YES	NO	N/A
7.	Containers are available for the safe storage, transport and/or disposal of hazardous and non-hazardous waste. Waste disposal is conducted according to all applicable municipal, provincial and federal legislation.			
8.	The practice must have disinfection and/or sterilization facilities suitable for the work undertaken. This includes adequate facilities for sterilization, and a recognized method of sterilization must be employed. The sterilization system must be effective in the sterilization of instruments and equipment.			
9.	Sterile products, instruments, and equipment are available for the work undertaken. All items sterilized in the facility display the date of sterilization and the name or initials of the team member who carried out the sterilization.	٥		
re	otes Section: Describe the processes or procedures in plac quirements. Do you have a written policy for dealing with onotic cases?			