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Guide to Touring Facilities

Facility Appearance/Features

- Are the facilities up to date and clean?

- Is there a noticeable odor throughout?

- Is the facility handicapped accessible with automatic doors, ramps, and railings?

- If multi-story, how many elevators operating?

- How many units/residents in the facility?

- Are there handrails in all hallways?

- Are exits clearly marked and fire/evacuation plan in place?

- Is the facility secure from outside entry? How is entrance granted to visitors after hours?

- Is facility secured from inside for those who require that for safety? How?

- Is the hallway lighting suitable for elders?

- Are the laundry facilities accessible for residents?

Staff

- Do staff call residents by name?

- Are staff engaging with residents and making eye contact?

- What are the qualifications of the nursing staff: Registered Nurse (RN - 4 year degree)? Licensed Practical Nurse (LPN - 2 year degree)? Certified Nursing Assistant (CNA- 8/16 week certification)? Or on the job trained?

- How is the facility staffed during the day? What is the staff to resident ratio?

- How is the facility staffed at night?

Meals

- Is a sample meal plan available to look at?

- Are meals varied and nutritious?

- Which and how many meals are included in monthly rent? If otherwise, how are meals charged?

- Is there an opportunity to join a meal to sample the food?

 • Are family/friends allowed to join residents for meals? Is there a fee?
 • What happens if a resident is unable to attend a meal in the dining room?

Health Management & Medications
 • Are residents allowed to self-medicate?
 • If nursing handles all medications, what is the procedure?
 • How are medical emergencies handled?
 • Is skilled therapy (PT/OT/SLP) or hospice on site OR done as home health?
 • Are residents assisted with bathing? If so, how often and by whom? How is scheduling done?

Resident Apartments/Rooms
 • Is the space set up to allow for access with a walker or wheelchair?
 • Is furniture furnished or does the resident need to provide it?
 • Is the bathroom of sufficient size for a walker or wheelchair? Are there sufficient grab bars?
 • Is the tub/shower easily accessible?
 • Does the facility provide bathroom equipment if needed? (toilet riser, tub bench)
 • Does the resident need to provide his/her own linen for the bathroom and bed?

Monthly Fee(s)
 • What level of assistance is included? If other levels, who assesses resident's level of care? How and when is that reevaluated? What are the costs of different levels?
 • Is cable tv included? Telephone landline?
 • Parking fee?
 • Is the lease agreement month-to-month? How much notice is required when leaving?
 • Does the facility accept Medicaid as a payment method?

Other issues
 • What activities are regularly offered? Are some out in the community?
 • Are there outside spaces residents can access easily?
 • Is transportation offered? Is there a fee? Are there limitations on days/times of week?
 • Is rental insurance required?
 • What issues might arise that would necessitate a resident being asked to leave the facility?