

Questions for Visiting a 6 bed RCFE

Location and Outdoors

- Is the facility near friends and relatives?
- Is the facility convenient to the resident's doctor/hospital?
- Are there parks, restaurants and entertainment in the area?
- Are the surroundings desirable (e.g. trees, quiet area, etc)?
- Are the grounds well maintained?
- Are there outside sitting and walking areas for residents?
- Does the facility seem safe and secure?

Facility - Inside

- Is the inside attractive and fresh smelling?
- Does the temperature seem comfortable?
- Is the kitchen clean and efficient looking?
- Is the dining area clean and attractive?
- Is there an area where residents can visit with friends and family?
- Is there adequate privacy for residents?
- Is there a telephone available for residents to use, in privacy if needed?
- Is there adequate closet and storage space?
- Are the bathrooms clean and well-maintained?
- Does the facility provide adequate laundry and housekeeping services?

Observation of Residents and Staff

- Do the residents seem happy?
- Do the residents look well cared for?
- Are you able to interact with residents openly?
- Are residents and staff willing to answer questions about the facility?
- Do residents feel like the facility is their home?
- Do residents like the food?
- Do the residents enjoy the activities?
- Does direct care staff understand and speak English?
- Does the administration and staff know the residents by name?
- Does staff take time to talk with residents?
- Does the staff seem friendly and helpful?
- Does administration and staff interact with residents in a respectful way?
- Does staff respect residents' privacy by knocking on doors or announcing themselves before entering rooms?
- Is there a staff person awake at night?

Activities

- Does the facility have a planned activities program?
- Are current activity calendars posted? On weekends also?
- Do volunteers and outside groups visit the facility?
- Are there planned trips outside the facility?
- Do the activities include physical and mental exercise?
- Is transportation available?
- Are holidays/events recognized and celebrated?
- Are pets allowed? Does the facility have pets?

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Quality of Food

- (Ask to take a look in the refrigerator(s)/freezer(s).
- Does the food seem to be of sufficient quantity and quality?
- Is there a planned menu that provides variety?
- (Ask to see a copy of the week's menu.)
- Are menus (past and present) available for review?
- Are nutritious snacks available?
- Is fresh drinking water/other beverages available?
- Does the facility make provisions to serve residents in rooms? Costs?

Policies

- Is the facility license up to date and available for your review?
- Is there a written plan of care for each resident?
- Is there a Hospice Waiver?
- Do residents have a council to provide input into planning?
- Is the Ombudsman Program's poster and telephone number posted?
- Does the facility have a family council?

Safety

- Does an administrator (or staff) handle money for residents? If so, are they bonded?
- Are there provisions for safeguarding resident's property and valuables?
- Are hazardous substances such as cleaning chemicals safely stored?
- Are medications safely stored?
- Does the facility have a plan for emergencies and is it available?
- Does the facility have hardwired/interconnected fire/smoke alarms?
- Does the facility have emergency lighting?
- Does the facility have emergency food and water?
- Does the facility have an emergency generator for power outages?
- Are there clear procedures for responding to medical emergencies?

Compatibility

- Does the facility have a good reputation in the community?
- Did they answer all your questions to your satisfaction?
- Did they show you the entire facility? Were any areas not shown to you? Why?
- Do you feel that the administrator and staff are people you can work with and communicate with honestly?
- Can you imagine yourself or your loved one living here?
- How did you feel when visiting the facility?

Affordability

- Are there any upfront fees ?
- What services are included in the basic rate?
- What is the cost for extra services and supplies?
- Are the costs clearly described in the admission agreement?
- Are the total monthly charges affordable over time?
- Will the facility give you a copy of the admission agreement to take with you before making a final decision?
- Is the administrator willing to review an admission agreement in detail with you?
- Is there a refund policy?