

Considerations When Visiting Communities

	Property #1	Property #2	Property #3	Property #4
First Impression				
The exterior of the building is well maintained				
The community feels good to me				
I was welcomed as I entered the building				
The building interior looks clean				
The building smells good				
Activities				
Are the residents enjoying themselves?				
Does the staff seemed engaged with the residents?				
Is their a reminiscence program?				
Is there a busy activity calendar?				
Do the activities seem interesting?				
Are there large group & small group activities?				
Are their trips and outings?				
Are their religious services?				
The meals are in a central dining room				
There are many meal choices				
Culture				
The residents have dignity and privacy				
The staff works together to promote respect				
The community is warm and welcoming				
The staff cares about the building & residents				
Staff receives continual training				

Considerations When Visiting Communities

	Property #1	Property #2	Property #3	Property #4
Staff has been employed for a long time				
An effort is made to know everyone				
Staff meaningfully engages with residents				
Milestones of the residents are planned				
Quality of Care				
Individual, personalized care plans are in place				
Assessments occur on a regular basis				
Staff is trained in Dementia care				
Onsite therapy and rehabilitation is available				
Is there a system in place to improve care?				
Is the POA informed of all changes, needs, etc.?				
What is the ratio of CNAs to residents?				
Are the caregivers employees or contracted staff?				
Medical Care				
Diabetic management is available				
A nutritionist is on staff or consulted for each resident				
Are there speciality doctors visiting? What specialties?				
Is there a therapist or counselor onsite?				
Where is the medication stored?				
There is an onsite dentist or dentist who visits				
Accountability				
How are complaints handled?				
The community immediately communicates issues				

