

Short checklist of questions to consider when touring a long-term care facility

1. Do residents appear clean, happy and dressed appropriately (residents should be in day clothes, as opposed to pajamas)?
2. Are residents' glasses clean?
3. How often are residents' teeth brushed?
4. How often are residents bathed?
5. How often are personal clothes laundered?
6. What is the home's fall prevention program?
7. What are the policies and procedures for ensuring that personal clothes and belongings are not lost or stolen?
8. What is the home's restraint policy?
9. What are the policies and procedures for handling a resident who is harmful to him/herself or other residents?
10. How are family members, or Substitute Decision Makers, involved in Care Conferences?
11. Does the home arrange for transportation to appointments?
12. Are there activities/social events during the evenings and on holidays?
13. What is the staff-to-resident ratio (CCA-to-resident and Registered Nurse-to-resident) for the day, evening and night shifts?
14. Has there been a turnover of CCAs?
 - a. Registered staff?
 - b. Management?
15. Does the home rotate staff members or try to keep the same staff members caring for the same residents?
16. Does the home have a palliative care program?
17. Does the home provide religious programming?
18. Is there a hairdresser on-site?
19. Does the home have a generator in the event of a power failure?

20. Can a family member have a meal with their loved one? If so, is there a fee?
21. Are other food choices available if the resident dislikes both alternatives?
22. If there is more than one bed in a room, are they separated with a privacy curtain?
23. Does the home have air conditioning?
24. How often are rooms cleaned?
25. Is there a secure unit for wandering residents?
26. Were any of the violations reissued or repeated from previous Public Health reports?
27. Ask for a list of what is covered in the regular monthly fees.
28. What additional charges can be expected?

If you are serious about a home, it is a good idea to arrange a second visit at a time of day outside of normal tour times to ensure that home procedures match your initial impressions and expectations.

Adapted from www.nursinghomeratings.ca