



Facility Visit Communication Tip Sheet & Checklist

Facility Checklist

- Look at and research multiple different facilities
- Choose a facility/facilities
- Tour the facility/facilities

First Impressions

- Does the facility appear clean and orderly?
- Does the facility smell good, or does it smell strongly of unpleasant odors, such as urine or deodorizer?
- Is the layout of the facility easy to understand and remember?
- Is there a single nurses' station or are there multiple nurses' stations?
- Does the facility have a contained outdoor area?
- Do the rooms have features you desire, such as windows or a television?
- Are the common rooms clean and well maintained?
- Is there a special unit or special programming for residents suffering from dementia or Alzheimer's?

Administration

- Meet the Administrator, Director of Nursing, and Social Services
- Ask for the names of the rest of the Administration team

Name _____ Title _____

Name _____ Title _____

Name _____ Title _____

Staff

- Do people working at the facility seem warm and welcoming?
- Do staff members seem helpful, attentive, and patient?
- Do staff members interact with residents kindly and respectfully? Do staff members refer to residents by their names?
- Do staff members wear nametags?
- Do staff members knock before entering a resident's room?



- How many people are on staff during weekdays? Weekends? Evenings?
- Do residents have the same caregivers on a daily basis?
- Does the nursing home run background checks on staff members to make sure they haven't been found guilty of abuse or neglect?
- How does the staff manage problems like wandering, disorientation, and agitation?
- Does the staff have special training to deal with dementia or Alzheimer's?

Residents And Facility Culture

- Do current residents seem happy and comfortable?
- Are residents well-groomed and properly dressed?
- Do residents socialize or interact with each other?
- If you are considering sharing a room, do you think you and your roommate will get along? If not, are there other options for who you might be able to live with?

Services

- Are social activities that you're interested in being offered?
- Are Housekeeping and laundry services provided?
- Does the nursing home have a volunteer program?
- Can residents manage their own schedules, such as when to wake up, eat, and go to bed?

Meals

- If you have religious or medical dietary needs, can the kitchen accommodate you?
- Do you have the option of eating in your room rather than in the dining room?
- Do residents who need help eating get timely assistance?
- Are snacks offered throughout the day?

Medical Care

- How are medications managed?
- How are medical emergencies handled?
- How are non-emergency medical situations handled, such as falls?
- How are visits from physical therapists, occupational therapists, medical specialists, and physicians scheduled?



The Admission Process

- Set up a meeting with admission
- Determine any specific criteria for the facility
- Information to share with the facility

Favorite foods? _____

Favorite drinks? _____

Favorite animal? _____

Favorite sport? _____

Favorite clothes? _____

Are there any known issues with taking medication (do they forget, don't like pills)?

Was your loved one ever left alone or were you with them all the time?

What did your loved one do for a living?

Does your loved one have any behaviors that may make it difficult for staff to help/work with them?

Do they have any triggers for this behavior? Do you know of any triggers for this behavior?

Are there any family members that should not be talking to your loved one or coming to see your loved one? What would you like us to do if that happens?