

## CHECKLIST OF ITEMS TO CONSIDER WHEN SELECTING A LONG-TERM CARE HOME

### Physical Facility

- Are visitors screened at entry to the Home?
- How many residents live in each home area or pod?
- Is there a separate unit for persons with dementia or behaviour problems?
- How many floors are there? Is there a sufficient number of elevators?
- Does the home have air conditioning? Are resident rooms temperature controlled?
- Does the home have a current emergency plan, including details for evacuating all residents?
- Is a public bulletin board visible and does it include the following:
  - Residents' Bill of Rights
  - Monthly program of activities
  - Formal complaint process for residents and family members
  - Emergency Evacuation Plan
  - Recent accreditation and/or inspection report
  - Minutes of recent Resident Council and Family Council meetings

### Community

- What are the visiting hours? Are there any restrictions on visiting?
- Is there a functioning Family Council?
- How is the community involved with the home? Is there a volunteer group?

### Daily Life for a Resident

- Are residents' rooms inviting?
- Are the size of the rooms and access to the washrooms satisfactory?
- How many residents share a washroom?
- What furnishings are provided by the Home? Are they in good repair?
- What furnishings can residents bring?

- Can residents personalize their room (i.e., hang pictures)?
- Can residents connect a telephone, cable/satellite TV? Is there a technology support person available?
- Is a call bell or communication device within easy reach in resident rooms and common areas?
- Is there equipment to assist people with physical disabilities? (built-in or portable transfer lifts?)
- What personal belongings may residents bring?
- Is there an option for keeping personal belongings secure (locked drawers)?
- Is there adequate storage for seasonal clothing?
- How does the staff handle residents going into another resident's room?
- Is there privacy in the resident's room?
- Are areas provided in the home for private visits with residents?
- Is shared accommodation available for couples?
- Is the resident/family responsible for personal supplies? (i.e., tissues, lotion, toothpaste)
- What are the rules regarding smoking, alcoholic beverages, and cannabis use?
- What is the policy regarding pets in the Home?
- What is the policy for short stay absences, vacations, and medical leaves?

## Activities

- Is there a full-time Activity Director on staff?
- What activities are offered to residents? Request a monthly program of activities.
- Are there programs and services available to meet diverse cultural needs?
- Is there a social worker and/or spiritual care practitioner?
- Are residents taken regularly (daily) to activities if they cannot go on their own?
- Are activities provided at the bedside for residents if needed?
- Are safe outdoor areas easily accessible to residents? How often are they taken outside?

## Meal Services

- What are the hours when meals and snacks are served?
- Ask to see a sample menu. Do the meals seem varied and appealing? Are there choices available on the menu?
- Are special diets accommodated?
- Are meals served in an orderly and respectful way. (if possible, tour at mealtime)
- Are residents with feeding problems assisted in a timely manner?

- If a resident misses a meal, will one be offered later?
- Can residents dine in their own rooms?
- Can residents bring in their own food?
- Are family members or friends able to have an occasional meal with the resident?

## Staffing and Staff Training

- What is the ratio of personal support workers to residents? (The ratio will be different during the day and at night.)
- How many registered nurses are there during the day, evenings, overnight?
- What training is compulsory for all staff?
- Are staff trained to work with visually impaired and hearing-impaired residents?
- Are staff trained in managing difficult and aggressive behaviours?
- Does the home have a behavioural support program for highly aggressive residents?
- Does the home have an infection prevention and control specialist on staff?

## Medical Care

- Is there a nurse practitioner on staff who provides regular care to all residents?
- Who are the physicians that service the home? How often do they visit?
- Is a physician on call 24 hours a day? What is their response time?
- Is there good communication with the medical team?
- Do residents have access to a palliative care program in the home?
- Is there a designated palliative care room?
- Are family members provided palliative care information and support to make end-of-life care decisions?
- Are there provisions for family members to stay overnight with a seriously ill or dying resident?

## Approach to Care

- What is the home's policy on cardiopulmonary resuscitation? (You will be asked to decide upon admission about the level of restorative care to be administered.)
- Are residents and family (or substitute decision makers) actively involved in the case conferences and planning for the resident's care?
- Are the quarterly resident assessments and care plans available to residents and family (or substitute decision makers)?
- How often are the care plan review meetings held?

- Does the home focus on individual needs? For example, if a resident wishes to go to bed at a specific time, would that be accommodated?
- How often are residents bathed? Do residents have a choice of showering or bathing?
- What are the home's policies on restraints and medication to manage behaviour?

## Additional Services

- Are physiotherapy, occupational therapy, speech therapy, and other support services available at the resident/family request? How are these services arranged and funded? How frequently are they available?
- Are dentists and dental hygienists available to provide dental care? Who arranges for this? How are these services funded?
- What foot care is provided?
- What vision care is provided?
- Can residents bring in paid personnel/service providers to supplement care? If so, are background checks a requirement?