### Resident Profile

1. Do the residents appear neat, clean and odor free? [ ] Yes [ ] No
2. Did residents say they receive assistance with personal care activities, such as brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? [ ] Yes [ ] No
3. Did you see or hear residents being encouraged to participate in their care by staff members? [ ] Yes [ ] No
4. Were residents interacting with staff, other residents & visitors? [ ] Yes [ ] No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? [ ] Yes [ ] No
6. Did you observe restraints in use? [ ] Yes [ ] No
7. If so, did you ask staff about the facility's restraint policies? [ ] Yes [ ] No

### Resident Living Accommodations

8. Did residents describe their living environment as homelike? [ ] Yes [ ] No
9. Did you notice unpleasant odors in commonly used areas? [ ] Yes [ ] No
10. Did you see items that could cause harm or be hazardous? [ ] Yes [ ] No
11. Did residents feel their living areas were too noisy? [ ] Yes [ ] No
12. Does the facility accommodate smokers? [ ] Yes [ ] No
12a. Where? [ ] Outside only [ ] Inside only [ ] Both Inside & Outside
13. Were residents able to reach their call bells with ease? [ ] Yes [ ] No
14. Did staff answer call bells in a timely & courteous manner? [ ] Yes [ ] No
14a. If no, did you share this with the administrative staff? [ ] Yes [ ] No

### Resident Services

15. Were residents asked their preferences or opinions about the activities planned for them at the facility? [ ] Yes [ ] No
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? [ ] Yes [ ] No
16a. Can residents access their monthly needs funds at their convenience? [ ] Yes [ ] No
17. Are residents asked their preferences about meal & snack choices? [ ] Yes [ ] No
17a. Are they given a choice about where they prefer to dine? [ ] Yes [ ] No
18. Do residents have privacy in making and receiving phone calls? [ ] Yes [ ] No
19. Is there evidence of community involvement from other civic, volunteer or religious groups? [ ] Yes [ ] No
20. Does the facility have a Resident's Council? [ ] Yes [ ] No
21. Does the facility have a Family Council? [ ] Yes [ ] No

### Areas of Concern

- Residents were seen interacting with residents & encouraging them to participate in activities.
- Some residents were not eating or drinking very well.
- There were no complaints about the food.
- Staff were helpful and friendly.
- The facility was clean and well-maintained.
- The facility was very homelike, with community involvement from other civic, volunteer, or religious groups.
- The facility had a Resident's Council and a Family Council.

### Exit Summary

The facility was very inviting and comfortable. Staff were pleasant and encouraging to residents. Staff and residents were very satisfied with the care they received. The facility was clean and well-maintained. The food was good, and the activities were enjoyable. The facility was very homelike, with community involvement from other civic, volunteer, or religious groups. The facility had a Resident's Council and a Family Council. Staff were helpful and friendly. The facility was very inviting and comfortable. Staff were pleasant and encouraging to residents.