



When Touring a Nursing Facility, Look For:

A comfortable environment:

- Clean, fresh, well organized rooms that are homey and comfortable
- Recreation areas with books, magazines, computers.
- A recreation calendar of diverse events and activities.
- Rehab areas that are active and well equipped.
- Resident bedrooms that are comfortable and well cared for.
- Personal belongings unique to each person.

Dining Options:

- Food looks and tastes appealing
- There are menu options to choose from
- Special diets are accommodated
- Snacks and drinks available on each unit
- There is a choice of meal times and locations.

Caring, attentive staff:

- Staff seem friendly and interested in the residents.
- Residents are called by their names
- Staff respond promptly to residents' requests.
- Staff seem to work well together.

Well cared for, content residents:

- Residents are well groomed and dressed appropriately for the time of day & activity
- Residents are engaged in activities that match their interests and abilities.
- Resident preferences are encouraged in planning their care and their day.

Don't Forget To Ask about:

- How are residents and families involved in planning care?
- Is there an active Residents' Council? Family support groups? Family social events? A Family Council?
- What are the facility's visiting hours?
- What are the costs and options for paying for care? What services are part of the daily rate?
- Are residents cared for each day by the same caregivers such as Certified Nurse Assistants (CNAs) and nurses?