



Long-Term Care Home Evaluation Checklist

Instructions:

Tier 1:

Questions that **should** generally be answered “Yes” or must be clear. If answers to Tier 1 questions are not favorable or clearly answered, it is not recommended to take the community into further consideration.

Tier 2:

These questions that are highly preferably answered “Yes”. The more questions in Tier 2 that are answered “yes”, the better quality of life that your loved one would have at that particular long-term care home.

Tier 3:

Questions that are recommended to be answered “Yes”. Meeting this criterion is like “the icing on the cake” that further improves the resident experience.

Things to check BEFORE visiting

Tour date and time: _____

YES NO

Tier 1:	Is the home accredited?
	Is the home clear of any critical incidents/complaints/abuse reports happen in the past three years?
	Do they still accept new residents?
	<ul style="list-style-type: none"> • Is your loved one able to wait on the waiting list according to his/her situation? • If not, is the community able to prioritize receiving your loved one regarding his/her situation?

Things to check DURING the visit:

Staff:

YES NO

Tier 1:	What is the caregiver to resident ratio? (The support worker to resident ratio in most Ontario long-term care homes is 10:1)
	Do the staff look friendly and patient to the residents?
	Do the staff respond quickly to calls for help?
	Do the staff change the resident's position on chairs or beds regularly?
	Do the caregivers seem to talk to the residents with respect?
Tier 2:	Do the residents seem to have a good connection with the staff in general?
	Do the staff patiently answer families' questions?

Resident Care:
YES NO

Tier 1:	Does the home have policies regarding residents' privacy and safety?
	Are there doctors on call?
	How is medication given and monitored?
	Under what circumstances are residents transferred to hospitals?
	Do they have a procedure in place in case of an emergency?
	Are the residents taken to the activities if they cannot go on their own?
	Are wheelchairs well maintained?
	How often do residents get a shower/bath? (Should be once/twice per week at a minimum.)
Tier 2:	Do the residents have a flexible daily routine?
	Is there a rich variety of recreational activities provided (more than 10)?
	Is the home able to meet the resident's language/religious/cultural needs?
	Are there activities available for residents who can't leave their beds/rooms?
Tier 3:	Can residents bring their own furniture?
	Do they provide personal care services (hairstylist, barber, etc.)?
	Are there spiritual/religious services provided?

Physical Surroundings Part 1:
YES NO

Tier 1:	Is a nurse call system provided in each room?
	Are there emergency call devices equipped around beds and toilets?
	Are the locks on residents' room doors/washroom doors readily releasable and easy to open from the outside
	Is the community clean, well maintained and nicely decorated?
	Does the washroom have handrails and grab bars at toilets and baths?
	Are there clear signs for residents to get around the community?
	Are the hallways and doorways wide enough for using wheelchairs?
Tier 2:	Is the community conveniently located for family members to visit?
	Is the community accessible by public transit?
	Is it easy to find parking at the community?
	Is the community smoke-free, or is smoking prohibited in certain areas?
	Does the room have a private washroom? If no, how many people will be sharing the washroom?
	Is the washroom well supplied with clean towels?
	Is there a safe outdoor environment that is accessible for the residents?
	Are there specific units for residents with dementia?
	Is the room temperature controlled separately in each room?

Physical Surroundings Part 2:
YES NO

Tier 3:	Are phones, TV and internet easily accessible to the residents? If yes, what is the cost for these?
	What furnishings does the community provide?
	<u>Does the room have</u> <ul style="list-style-type: none"> ● A firm, comfortable bed? ● A privacy curtain if it's not a private room? ● A bedside table? ● A safe and sufficient space to keep personal items? (if the personal belongings are broken/stolen, who is responsible for the loss?)
	<u>Does the home have:</u> <ul style="list-style-type: none"> ● A common lounge area? ● A place to meet visitors privately. ● A fitness/exercise place? ● A recreation room? ● A library?

Food and Dining:
YES NO

Tier 1:	Is the dining room easily accessed by people using mobility devices?
	Are residents brought to the dining room in a timely manner?
	Is staff helping the residents with dining? (Sitting, eating, cleaning, etc.)
	Are meal portions large enough?
	Are meals served at fixed times or could they be flexible?
	Are healthy snacks available and accessible between meals?
Tier 2:	Do meals look nutritious and appealing?
	Are there places for visiting families to eat together?
	Can residents choose their own meals and snacks?
Tier 3:	Are there others places to have their meals?
	Are the menus posted online for families to see?

Others:
YES NO

Tier 1:	Do the residents generally look happy, friendly, and well-dressed?
	Do you and your family members feel welcome while visiting?