



Long Term Care Checklist

Other Residents - What do the residents (and their family members) of this long term care home have to say about:

- The level of care provided?
- The caregivers?
- Involvement of residents and family in planning the care?
- How welcome family members and visitors feel; visiting hours?

Staff - Are the employees at this long term care residence:

- Friendly and caring?
- Happy to answer questions and find out answers for anything they don't know?
- Professional and respectful to residents and each other?
- Trained to handle situations where residents may have hearing, vision, or behavioural problems (dementia, aggression, etc.)?

Location - Does this long term care home offer convenient access for:

- Friends and family to visit? Are overnight stays an option?
- Public transportation?
- Parking?
- Nearby community amenities (parks, pools, libraries, seniors centres, etc.)?

Waiting List - In this long term care home, how is the waiting list managed?

- Is there a waiting list?
- What is the average time spent on the waiting list before a new resident can be accommodated?
- What factors influence the waiting list (illness, spousal reunification, other)?

Indoor and Outdoor - Does this long term care home have:

- Clean, well maintained, and aesthetically pleasing surroundings and furnishings?
- A home-like atmosphere?
- Open as well as private spaces - for family gatherings and events, or for individual interests?
- Outdoor walkways, gardens and sitting areas?

Room Options - What does this long term care home offer:

- For the type of room you want (private, semi-private, etc.)?
- For spouses to be together?
- In the size of rooms/space available?
- For bathrooms - size, access, and amenities?
- For housing/location of residents that may require specialized care (ie, dementia)?

Services - Does this long term care home provide good options for:

- Food - Choices of food, meal times, common eating spaces, quality of food?
- Activities - Organized, recreational indoor and outdoor activities?
- Spiritual & Cultural - Cultural celebrations and programs, diverse spiritual services and needs?
- Medical - Nursing and doctor support on site? Personal support workers (PSW), and other medical care? Can the residents keep their own family doctors and specialists?
- Therapy - Physiotherapy, occupational/recreational therapy, massage, speech therapy?
- Communication - Convenient telephone, television, and internet services? Is English the only language or are other languages spoken for residents who are ESL?
- Transportation - Easily accessible, frequent group and individual transportation?
- Banking?
- Personal Care Services - Haircuts (barber, hairdresser, and/or salon), foot and nail care, dental care, other grooming services?
- Personal Hygiene - Showering, bathing, shaving, etc?
- Concierge Services & Other Amenities?

Policies and Procedures - Does this long term care residence have written plans and processes in place for:

- Care - Level and type of care provided; use of restraints and medication?
- Safety - Fire and other emergencies processes, inspections/drills and reports?
- Smoking - Policies for smoking/areas?
- Pets / Visitors allowed – where and when?
- Resident & Family Rights/Councils?
- Outbreaks - Protocols if there is a trend with infection/disease (ie, influenza)?

Fees - In this long term care home:

- What are the base fees and what is included in that (ie, furnishings? bedding? personal supplies? etc.)
- What is covered through co-payments, subsidization, private insurance?
- What services and fees are residents or their family required to pay extra for?
- How are base fees and extra services billed?