

Long-Term Care Facility Evaluation Tool

Environment	Notes
Does the facility look like an institution or a home?	
Are call lights blinking or on for extended periods of time?	
Are staff talking or texting on their phones while on duty?	
Is equipment broken?	
Are there hazardous areas accessible to residents?	
Are Ombudsman program posters displayed and easily accessible to residents?	
Do residents have access to outside space?	
Do staff smile at residents?	
Do staff wear name badges?	
Can residents easily navigate through hallways and common areas?	
Does the food look appetizing?	
Resident Rooms	Notes
Are residents' rooms furnished with their own belongings?	
Do residents have access to their water pitcher or cup?	
Are food trays left out with uneaten or spoiled products?	
Is trash overflowing?	
Resident Appearance	Notes
Are residents groomed?	
Do residents have clean hair, faces, hands, or fingernails?	
Are residents dressed as they want for the time of day and temperature?	
Are they in clothes that fit?	
Are their clothes stained or do they have food particles on them?	
Are residents wearing hospital gowns?	
Are residents covered for privacy?	
Resident Activities	Notes
Is the activities calendar posted and followed?	
Is the menu posted and followed?	

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Are residents participating in group activities?	
Are any residents doing independent activities?	
Are all, or many, residents in bed?	
Are several residents sleeping in their wheelchairs?	
Are many residents “parked” near the nurses’ station?	
Sound	
Is music throughout the building too loud or too soft?	
Is the music selection based on residents’ or staff preference?	
Does the intercom system disturb residents?	
Is personal information shared broadly?	
Are residents yelling out without staff response?	
Do staff knock on residents’ doors and get permission to enter their room?	
Do staff call residents by their name?	
Do staff talk pleasantly and respectfully with residents?	
Are staff speaking to residents in a loud, demanding, or dismissive manner?	
Are staff talking to each other, but ignoring residents?	
Are staff discussing or complaining about residents in front of others?	
Smell	
Is there a strong urine, feces, disinfectant, or chemical odor?	
Do residents smell unclean?	
Does the food smell appetizing?	
Are air fresheners or other scents used to mask unpleasant odors?	
Feel	
Is the building or are the rooms too hot or too cold for residents?	
Are the floors slippery or sticky?	
Are the chairs or tables sticky or gritty?	