



USE YOUR SENSES

The best survey tool at your disposal and the simplest to implement is to use your senses: smell, taste, listen, look and feel.

Smell

Good facilities don't have lingering odors. You should be suspicious of overpowering cover-up aerosols or strong chemical odors. Naturally, you may pass a room where someone was just changed, but that odor quickly dissipates and the overall facility should be free of offensive odors.

Taste

Ask to eat a meal at the facility so you can sample the food. Also, ask to see a menu of the meals for the month and observe what alternatives are offered.

Listen

Talk with the residents and with family members at the facility if at all possible. Ask them about their experience with the facility. Find out if you can speak with a representative of the resident council or family council. You may want to ask them about any concerns they had in the past and how those issues were addressed.

Look

Carefully observe the interaction between facility staff and residents. Does the facility staff treat residents in a respectful and polite manner? Observe how the staff acknowledges and interacts with residents in general and when they pass by.

Feel

At the conclusion of your tour of the facility did you feel that the facility staff earned your respect? Did you feel the staff demonstrated they could be trusted? Did you come away with the feeling you could refer others to this facility? Based on your interaction with the personnel at the facility and their responses to your questions, did you feel they were experts? Were the staff members consultative and their approach educational? Did you get the feeling that the facility staff created a happy and loving environment?

You should come away after touring the facility with the feeling that you have been dealing with experts and the staff has answered all your questions and they have focused on you and solving your problem, rather than just trying to sell you on their facility. The staff's explanation of the facility services and strong points should be focused on the services that are important to you or your loved one.