

Step in with confidence



20
TOP

TOP 20 TIPS FOR PLANNING A SUCCESSFUL VISIT

1. Make sure to schedule a visit with the nursing home ahead of time and confirm the date and time of the visit.
2. Ensure you inform the home if you require any accommodation(s) i.e. wheelchair
3. Ask if you can arrange to sample a meal
4. Ask if any special activities are taking place on the day of the visit; ask to observe and or partake
5. Dress appropriately for the visit, and consider wearing appropriate shoes
6. Bring any necessary paperwork, such as medical or legal documents, that may be needed for the visit.
7. Ask about billing arrangements.
8. Wash your hands before entering the facility, and consider wearing a mask if there are any signs of illness in the area.
9. Check in with the receptionist or staff member to let them know you have arrived.
10. Ask for a tour of the facility, including common areas, resident rooms, and any therapy or activity areas.
11. Observe the cleanliness of the facility, including common areas and resident rooms.
12. Speak with staff members, including nurses and caregivers, about the care provided to the residents and any concerns or questions you may have.
13. Observe the interactions between staff and residents to ensure that they are respectful and compassionate.
14. Spend time talking with the residents, getting to know them, and listening to their concerns or stories.
15. Ask about the types of activities provided for residents and observe any ongoing activities.
16. Ask about the food and dining services provided to residents.
17. Thank the staff and residents for their time
18. Ensure to grab a copy of the home's newsletter.
19. Get a copy of the monthly activity calendar.
20. Get **two copies** of subsequent monthly menu. Allows to ensure meal variety; look for repetition.



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