Residential Care Services (RCS)
Operational Principles and Procedures for
Assisted Living Facilities (ALFs)
FULL INSPECTION

RESIDENT GROUP MEETING

I. Purpose
To introduce the licensing team to the residents, and provide a brief explanation for
the purpose of the visit to the assisted living facility (ALF). The group meeting also
provides the opportunity for residents to share information and provide the
licensing staff another source of data.

II. Authority
RCW 18.20.110
RCW 18.20.125

III. Operational Principles
A. The resident group meeting is conducted with members of the resident council
or with an informal group of residents.

IV. Procedures
The Licensors will:
A. Determine the best time to conduct the group meeting depending on the
availability of the residents, activities ongoing in the ALF, or other factors. The
meeting may follow the tour or may have to be later in the process.
B. Refer to the ALF Resident List (Attachment C) or facility list and/or Resident
Characteristic Roster/Sample Selection (Attachment D) as needed to identify
residents.
C. Establish rapport initially, letting the residents direct the conversation. If the
residents have nothing to say, follow the questions provided on and use open-
ended questions to facilitate more information.
D. Identify residents who express concerns or appear to have unmet or special
care and service needs.
E. Thank the residents for attending and let them know how to contact the team
during the inspection and how to contact the department for further question or
concerns.

V. Information and Assistance
A. Getting the word out about the meeting:
   1. Ensure that the ALF posts signs after the entrance conference to announce
      the inspection and the resident group meeting. Posting should be in areas
      of the building conspicuous to residents.
   2. Inform residents of the meeting during the tour.
   3. If the group meeting is occurring after lunch, ask the Administrator or staff to
      announce the meeting to residents during lunch.
B. Accommodating residents for the resident meeting:
   1. Conduct the resident group meeting in a private setting that is easily accessible to residents.
   2. The licensing team may need to request the assistance of facility staff to escort residents to and from the meetings.
   3. Some residents may arrive at the meeting late; the facilitator should wait for a few minutes before starting the formal part of the meeting.
   4. An ALF with residents in both an open setting and restricted egress (dementia unit) may require a resident meeting in each setting to ensure all residents have an opportunity to participate and promote resident rights and safety. Depending on the population type, licensing team may need to use different methods of communication, such as, written questions, or repetition of questions.
   5. In an ALF where there is a high population of residents with disabilities and/or dementia:
      a. Try to conduct the meeting, using questions modified for the population type;
      b. Stop the meeting if residents become restless/stressed and will not stay in the meeting, or do not understand the questions and start getting agitated;
      c. If there are residents who need one-on-one communication due to special needs, arrange to meet with them individually;
      d. If still unable to interview, contact families or other responsible parties and interview them;
      e. If needed, do more frequent observations of residents that could not be interviewed.

C. Prior to the meeting, document any particular issues or concerns identified during the pre-inspection preparation, entrance, and/or tour on Attachment E. These issues or concerns could be brought up during the resident group meeting.

D. The facilitator should make introductions to the resident group and communicate the purpose of the meeting and the visit to the residents.

E. In general, the interview questions will follow the established guidelines (Attachment E); however, not every question must be asked. If residents are focused on a particular issue, follow their lead.

F. Follow up with residents who raise concerns that need more clarification.

G. No staff members or resident family members are routinely present at the group meeting, unless specifically requested and approved by the residents.

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January 21, 2014
   Date