I. Purpose
To provide the licensing team with an initial introduction to and observation of the residents, facility staff, and the physical environment regarding care, quality of life and safety in the assisted living facility (ALF).

II. Authority
RCW 18.20.110
RCW 18.20.125

III. Operational Principles
A. The tour is focused on the resident for the following issues: quality of life, care and services, environment and safety issues.
B. Data collection during the tour consists of observations and informal interviews or conversations with residents and ALF staff, and others present such as family.

IV. Procedures
The Licensors will:
A. Tour the ALF as a team with the administrator or designee. If the ALF is large and there are staff, other than the administrator, who are knowledgeable about the building and residents, split the tour tasks (e.g. kitchen, laundry room, storage areas, etc.) among team members. If the administrator, designee or knowledgeable staff is not available, ask available staff to accompany you as you tour.
B. Conduct general observations of residents, interior and exterior environments, intermittent nursing services (if provided by facility), and required posting of information.
C. Document tour information on Attachment I and Attachment L.
D. Refer to Attachment N and Attachment O for specific structural requirements for each state contract, if applicable.
E. Refer to the completed resident list Attachment C or facility list for identification of residents, and their room location during the tour.
F. Use the observations and conversational interviews during the tour to identify residents for the preliminary resident sample selection.
G. Complete the tour and proceed to the Resident Group Meeting, if the meeting takes place immediately following the tour.
V. Information and Assistance

Observations during the tour: The tour is the opportune time to observe residents and their physical environment early in the Inspection. If environmental issues are identified during the tour, licensors will have more time to conduct in-depth observations throughout the inspection. The following areas will be observed by the end of the tour:

A. Observe residents:
   1. Identify any residents who express concerns or appear to have unmet or special care and service needs.
   2. Determine if residents identified in the pre-inspection preparation are in the ALF.
   3. Observe the general appearance of residents: grooming and dress.
   4. Observe staff to resident interaction related to quality of life, dignity, privacy, and responsiveness to resident needs including verbal communication, eye contact, and touch.
   5. Observe residents’ response to staff and document observations as needed.

B. Observe interior environment:
   1. Identify and conduct general observations of all areas designated for resident use:
      a. Common areas are homelike;
      b. Resident furnishings, beddings, walls and floors are maintained and clean;
      c. If restricted egress; door buzzers, alarms, key pads etc.
      d. Activity room(s);
      e. Laundry room(s);
      f. Storage areas, including medication storage; and
      g. Restrooms.
      h. Any observable safety hazards.

   NOTE: If EARC – Specialized Dementia Services Contract, observe for multiple common areas and resident access to rooms without assistance.

   2. Note presence of any objectionable odors and continue observing and collect more data to verify the concern.

   3. Ask the licensee/administrator or designee to explain how the ‘resident to facility’ communication system operates;

   NOTE: If EARC – Specialized Dementia Services Contract, inquire and observe if public address system is used routinely or for emergencies only. Is resident privacy maintained?

   4. Observe for adequate lighting necessary for safety and needs of residents; is there adequate lighting for residents to do what they want to do and for staff to do what they need to do;

   5. Observe for room temperature – maintained at comfortable temperature for resident living (60º F during sleeping hours; 68º F during waking hours). If it appears very cold or hot in the building, continue collecting data including observing how residents are dressed and interviewing residents about the temperature.
6. Observe for general maintenance and housekeeping;
7. Observe and inquire regarding resident or ALF pets;
8. Observe for safe storage of housekeeping supplies, including hazardous supplies and equipment (considering the resident population);
9. Observe hand washing areas for staff and residents and observe whether staff are washing hands as required and necessary;
10. Conduct initial kitchen tour and observe for general cleanliness and sanitation practices; and
11. Observe and inquire regarding any new construction or changes in the use of rooms in the facility to determine if DOH or DSHS review was required and/or obtained prior to construction or beginning use. Review the CRS approved plan to ensure it was implemented as approved.

C. Review intermittent nursing services, if provided by the assisted living facility.
   1. Observe for:
      a. Storage, and handling of nursing equipment and supplies;
      b. “Clean” utility area for sterile nursing supplies; and
      c. “Soiled” utility area for storage, cleaning and disinfecting soiled nursing care equipment.

D. Observe exterior environment:
   1. Walk outside and around the property of the ALF;
   2. Note the area utilized for storage of garbage and refuse;
   3. Observe for rodent/pest presence;
   4. Observe exterior exit;
   5. Observe for resident access to outside without staff assistance and note uneven walking areas or unsafe areas;
   6. Note any areas with restricted egress and determine if restricted exit is consistent with resident care plans and service needs;
   7. Determine that there is an outside area accessible and protected from the elements for residents to walk.
   8. Observe for unsafe stairs, ramps, hand rails requiring maintenance.

   NOTE: In secure units, including EARC-SDC, access to outdoors, observe for wall or fence surrounding outside area at least 72 inches high.

E. Observe and inquire regarding the required posting of:
   1. Complaint Resolution Unit/Ombuds phone number sign;
   2. Current ALF license including conditions on the license; and
   3. Copy of the most recent full inspection by the department, cover letter and plan of correction (if applicable).

Communication during the tour:
A. Communicate with the licensee/administrator or designee throughout the tour regarding the features of the ALF, clarification, and enhancement of observation
and/or concerns. Do not communicate about an issue too soon unless it is a serious issue that the ALF has to deal with immediately. Do not communicate issues that may lead to failed practice until you have collected enough information to make that decision.

B. Communicate to the residents and staff as to the purpose of the visit and engage in brief conversations.

**EXAMPLE:** “What is your name?”, “How long have you lived here?”, “What are you planning to do today?” (Resident) or “How long have you worked here?” (Staff)

C. Introduce yourself or request the licensee/administrator or designee introduce the licensing team to the residents and staff during the tour.

D. Request an introduction with the resident council president or resident representative during the tour if applicable.

E. Inform residents that the licensors are available to talk to during the inspection.

**Completion of tour**

A. Thank the licensee/administrator or designee for the tour;

B. Obtain the completed Resident Characteristic Roster/Sample Selection ([Attachment D](#)), the list of staff ([Attachment K](#)) and other documentation requested during the entrance conference;

C. Inform the licensee/administrator or designee that the team will be meeting briefly;

D. Inform the licensee/administrator or designee that the team will be conducting a resident group meeting, or indicate what step is planned next in the process;

E. Inquire if the licensee/administrator or designee has any questions at that time.

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E Irene Owens, Interim Director  
ALTSA/Residential Care Services  
January 21, 2014  
Date