

## LONG TERM CARE SURVEY

SURVEY AREA	OBSERVATION	INTERVIEWING	RECORD REVIEW	EVALUATION FACTORS	CROSS REFERENCE
F79-83 (cont'd)	<ul style="list-style-type: none"> <li>- Observe for evidence of resident neglect, residents left in urine/feces without cleaning.</li> </ul>	<p>Ask Resident:</p> <ul style="list-style-type: none"> <li>- Do you feel safe in the facility?</li> <li>- Do you ever feel intimidated, harassed, or otherwise abused?</li> <li>- How are confused residents treated?</li> <li>- Is anyone ever hit or treated roughly?</li> <li>- Do you feel as if you are treated with respect/dignity?</li> <li>- Is the staff/administration responsive to complaints?</li> <li>- Do you know who to complain to?</li> </ul>		<p>Resident should feel free to voice complaints. If no complaints are noted in records or on record review, why not?</p> <p>Residents should seem comfortable in relating how they are treated?</p>	