

## CBC Group Interview Guideline

Facility Name: \_\_\_\_\_ Provider #: \_\_\_\_\_

Surveyor Name: \_\_\_\_\_ Interview Date/Time: \_\_\_\_\_

Resident(s) Interviewed:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

1. Cleanliness in the facility: How does the facility do keeping the common areas inside the building clean and maintained? How about the outdoor common areas? Tell me about housekeeping in your individual apartments.

2. Activities: Tell me about the activities offered by the facility. Are there activities offered on the weekends? Are there activities that men enjoy? Is the Activity Director open to your ideas for new activities?

3. Caregiving: Tell me about the caregivers. When you ring the bell for staff assistance, how long does it take to get answered? Do they treat you with respect and dignity? Do they wait before entering your room? Have you had any issues with getting your medications?

4. Food service: Tell me about the meals. Are there alternatives if you don't care for the main item? Does the kitchen stick to the menu? [Can you ask for a snack if you want one?](#)

5. Service Plan: Are you involved in the service planning process? How often do you meet to review your care plan? What is the process?

6. Are your choices honored? Can you get up and go to bed when you want? Choose your shower time? [Can you plan your day how you want to?](#) [Are there any restrictions on when you can have visitors?](#) [Will they hold your meal for later if you ask?](#)

7. Safety: Do you feel safe in the building? Do you feel safe in your apartment? Have you ever had any of your property go missing? Have any residents come in your room by accident? [Do you have a key to your apartment?](#) Do you have somewhere in your room where you can lock up your valuables?

8. Concerns & complaints: If you have a complaint or concern, is the administrator responsive? How about if something breaks in your apartment?

9. Fire Safety: When you moved in, did someone explain the fire drill procedure? Do you have periodic fire drills?

