

**Home and Community Based Settings (HCBS) Rules  
Residential Virtual Observation Tool**

**Instructions:** To accommodate the schedule of the community members for interviews, steps 2 and 3 may occur in a different order.

**Task Completed**

<i>Step 1</i>	Complete the preliminary review section <u>prior</u> to the onsite assessment and attach documentation. Bring all documents to the on-site assessment.	<input type="checkbox"/>
<i>Step 2</i>	Complete observation portion of the assessment.	<input type="checkbox"/>
<i>Step 3</i>	Complete the community member interviews, if applicable	<input type="checkbox"/>

**Preliminary Review**

1	Research the ownership and operations of the facility on the company website. For example, identify any information regarding shared administration, finance, staff and transportation resources.
2	Conduct Google map and real estate website search to provide pictures and maps of the facility and the surrounding area.
3	Research forms of public transportation available to members and visitors to the setting (i.e. bus, light rail, community operated transportation, etc.)
4	Research the location in proximity to other homes and businesses to establish better understand the immediate community (rural, urban, etc.).
5	Public transportation pick-up/drop-off locations are in close proximity to the setting.

**Observations/Comments**

For Reference Only

Observation				
Please select whether the following occurs in general provided there are no health and safety risks to the individual.			For Interviewer Purposes Only	
		Yes/No *if no, no need to demonstrate	Audit recommendations	Review Comments
6	The units/bedrooms have lockable doors, with only appropriate staff having keys to the doors.		Must be demonstrated with multiple rooms	
7	Measures are in place to preserve and protect an individual's privacy (i.e. bathroom and bedroom doors, a private space for visits, phone calls, and and personal care services)		Pictures or demonstration acceptable	
8	The individuals have freedom to furnish and decorate their unit/bedroom.		Pictures of several member rooms without identifying information	
10	The pick-up/drop-off locations are physically accessible without access barriers.		Pictures from the provider are acceptable	
11	The staff is aware of opportunities for members to interact in their location local communities (i.e. flyers posted about local events, maps of activities to do in the community, etc.).		Copies of flyers, pictures of activity wall, etc. or copies of email or other types of media that shares with members what local events or activities are available	
12	Visiting hours are not posted.		Demonstration of signing in and out visitors with indication if there are periods of time where visitors can't walk in.	
13	Members are freely navigating in groups inside and outside of the home (within parameters).		Must be demonstrated	
14	Members are freely navigating individually inside and outside of the home (within parameters).		Must be demonstrated	
15	Members are observed interacting with people who don't live or work in the home		Must be demonstrated similar to item 12. What's the process for people coming in and out? Demonstrate where activities and interaction can happen between members and other people (can include windows, ipads, etc).	
16	Call light or other device is available for member to signal his or her need for assistance/for staff to respond to members.		Pictures of several member rooms without identifying information	
17	Staff address members by their name		Must be demonstrated	
18	Staff asks for member's permission before providing assistance.		Must be demonstrated	

19	Setting has prominent signage posting on how to report abuse and neglect. Signage should detail the process for anonymous reporting and whistleblower protections.		<i>Pictures of locations posted, copies of signage</i>	
----	--	--	--	--

For Reference Only

Observation - Memory Care Only		
Please select whether the following occurs in general provided there are no health and safety risks to the individual.		For Interviewer Purposes Only
	Yes/No/NA	Review Comments
The facility utilizes environmental design to address mitigate exit-seeking behavior while supporting a member's freedom to navigate in and outside of the facility.		Must be demonstrated. Provider can submit pictures and demonstrate to further explain why and how set up works.
Describe the outside and inside of the facility including the secure perimeter.		

**Community Interviews**

*Interviews should occur over the phone, if possible. Setting can provide information of people who regularly interact with setting now or prior to Covid.*

Interview #1		
Interview Questions	Interviewee Response	Reviewer Comments/Observations
Is the setting valuable to the general community?		
Do you see individuals in the setting interacting with the general community? Please explain.		

Interview #2		
Interview Questions	Interviewee Response	Reviewer Comments/Observations
Is the setting valuable to the general community?		
Do you see individuals in the setting interacting with the general community? Please explain.		

For Reference Only