For More Information About Alzheimer’s Disease, Contact Your Local Alzheimer’s Association

Mid-Missouri Chapter
1121 Business Loop 70 East
Columbia, MO 65201 (800) 693-8665

Southwest Missouri Chapter
1500 S. Glenstone, Glen Isle Center
Springfield, MO 65804 (800) 487-0747

St. Louis Chapter
9374 Olive Blvd.
St. Louis, MO 63132 (800) 980-9080

Heartland of America Chapter
3846 West 75th St.
Prairie Village, KS 66280-0076
(800) 733-1981

For More Information on Long-Term Care Facilities:
Show Me Long-Term Care
www.dhss.mo.gov/showmelongtermcare/

U.S. Government Medicare Site:
visit www.medicare.gov/click on Nursing Home Compare

For more information on long-term care, call 1-800-MEDICARE
(1-800-633-4227)

Missouri Department of Health & Senior Services
Section for Long-Term Care
PO Box 570
Jefferson City, MO 65102
573-526-8524

Missouri State Long-Term Care Ombudsman Program
PO Box 570
Jefferson City, MO 65102
1-800-309-3282

The Long-Term Care Ombudsman Program is an advocate for Resident Rights in long-term care facilities.

For hearing impaired, Call RELAY MISSOURI
Text Telephone: 1-800-735-2966
Voice: 1-800-735-2466

An Equal Opportunity/Affirmative Action Employer
Services provided on a nondiscriminatory basis.

Criteria for Placement and Transfer

- What are the criteria for placement on the Special Care Unit?
- Are there written criteria for transfer to different units of the facility?
- Are there written discharge criteria for placement on the Special Care Unit?

Involvement of Families

- Is there an Ombudsman volunteer?
- Are family and friends encouraged to visit?
- Is privacy available for visits with residents?
- Is there a resident or family council?
- Are families encouraged to eat with residents?
- What religious services are available?

Another Option

For information regarding Adult Day Care that specializes in caring for people with Alzheimer’s Disease, please call the Section for Long Term Care at 573-526-8524

Guidelines to Selecting an Alzheimer’s Special Care Unit

Special Care Units are in Long-Term Care Facilities and provide environments, programs, and staff specifically designed for the care needs of residents with Alzheimer’s Disease.
Plan on visiting several facilities. When you first visit a facility, ask to see the latest survey/inspection report and the facility's Special Care Unit Disclosure form. Facilities are required to provide these. The report and the disclosure form can give you a picture of the facility's services.

Visit the facility(s) at different times of the day, including meal times, and spend some time on the Special Care Unit.

Determining answers to the following items may help you make this important decision.

Remember: This will be your loved one's home, would you be comfortable here?

**Costs of Care and Additional Fees**

- Does the Special Care Unit cost the same as care in the main facility?
- Are there extra charges?

**Policies and Philosophy of Unit**

- What is the facility's restraint policy?
- Do residents look comfortable with staff?
- Is respect shown among residents and staff?
- Are staff interacting with residents?
- Do staff smile?
- Do residents appear happy?
- Does staff have a policy in place to address and resolve problems?
- Can residents purchase toilet items, newspapers, etc., on site?
- Is a telephone available to residents for private conversations?
- Do the residents from the Special Care Unit get off the unit?
- Are residents wandering in and out of rooms?

**Physical Environment**

- Is the facility clean and odor-free?
- Is the temperature comfortable?
- Are the floors and walls clean?
- Is there the appearance of adequate staffing?
- Is fresh water available?
- Are common areas homelike?
- Is the dining environment attractive?
- Are resident rooms a comfortable sight?

**Resident Activities**

- Are there structured activities and an activity calendar available?
- Who is responsible for leading activities?
- Is there opportunity for social interaction?
- Are residents sitting alone in their rooms, or out with other residents?
- Are there activities in the evenings or on weekends?

**Safety and Security Measures**

- Does staff respond to call lights?
- What monitoring systems are available for confused residents?

**Assessments, Care Planning and Implementation**

- Is food nutritious and appetizing?
- Are the residents well groomed?
- Is assistance provided in the dining room for those who need it and is sufficient time allowed to finish the meal?
- Are Occupational Therapy, Physical Therapy, and Speech Therapy available in the facility? How are they paid for?
- Does the facility have a policy of notifying families of medication changes?
- Do residents look alert?
- Are residents dressed completely and appropriately?

**Staff Training and Education**

- Does staff respond to residents' needs promptly?
- Is staff respectful of and courteous to residents?
- Is staff trained to deal with dementia?
- Is nursing staff trained to deal with problem behavior?