



CARES® Observational Tool™

Today's Date: _____ Start Time: _____ End Time: _____ Total: _____

Person Being Observed: _____ Person Being Cared For: _____ Person Observing: _____

Describe the care being done: _____

Score 1 if any bulleted item is observed. Score 0 if no bulleted item is observed.		
1. _____	Greet	• CNA uses a greeting (hello, good morning, etc.)
2. _____	Introduce	• CNA introduces himself/herself
3. _____	Use Name	• CNA uses resident's name
4. _____	Smile/Eye	• CNA smiles and makes eye contact for at least 2 seconds
5. _____	Physical Contact	• CNA makes physical contact (shake hands, rub on back, hug, etc.)
6. _____	Approach	• CNA approaches the resident from the front
7. _____	Eye Level	• CNA crouches down or sits next to resident to be at eye level or below
8. _____	Calm	• CNA is calm and not rushed in approach
9. _____	Ask/Discuss/ Assess	• CNA asks/discusses how resident is feeling or doing
10. _____	15 Seconds	• CNA speaks to resident at least a total of 15 seconds during care interaction
11. _____	Explain	• CNA explains an activity/care (e.g., "I'm here to pick up your laundry.") and/or • CNA proposes an activity (e.g., "Let's go for a walk.")
12. _____	Involve in Care/ Activity	• CNA involves resident in care appropriately (according to their abilities) and/or • CNA tries to involve resident in a care (instead of CNA doing the care for the resident)
13. _____	Resident's Life	• CNA mentions something specific about resident's life and/or • CNA mentions something meaningful in resident's life, personal life story, or history
14. _____	Comfort	• CNA gets resident into a more comfortable position (i.e., repositions resident) and/or • CNA asks if there is anything he/she can bring them or do for them
15. _____	Share	• CNA shares something verbally about the resident with another team member
16. _____	Write	• CNA documents/writes something about resident (chart, Post-it® Note, communication book)
_____	Total Score	

Do you have a question whether something you observed should be scored?

If so, use the chart below. If an example is listed, score a "1." If an example is not listed, score a "0."

Categories	Definitions/Examples	Your Additions
1. Greet	<ul style="list-style-type: none"> • Hello. • Hey. • Good morning. • How are you today? 	
2. Introduce	<ul style="list-style-type: none"> • My name is John (or...Maryanne, Ms. Smith, Sister Betty, etc.). • I'm the housekeeper (or...CNA, administrator, nurse, etc.). 	
3. Use Name	<ul style="list-style-type: none"> • Hi, Ellen (or Mark, Dr. Miller, Miss Debbie, etc., or other name). • Hi, Grandpa (doc, JJ, etc., or other nick name). • Honey, Dear, Sweetie **only if regionally appropriate** 	
4. Smile/Eye	<ul style="list-style-type: none"> • Smiles and • Makes eye contact (or attempts to make eye contact) for at least 2 seconds 	
5. Physical Contact	<ul style="list-style-type: none"> • Shakes resident's hand • Rubs resident's back • Gives a hug • Touches resident's face, leg, arm, shoulder, etc. (appropriately) 	
6. Approach	<ul style="list-style-type: none"> • Approaches from front • Makes attempt to get in front of resident • Moves resident's chair or wheelchair back, and <i>then</i> gets in front of them • Moves to the side of the resident if approaching from front not possible 	
7. Eye Level	<ul style="list-style-type: none"> • Crouches (bends, stoops, squats, etc.) to eye level or below • Stands next to resident (if resident is standing) • Knee on the floor • Sit next to resident on chair, couch, bed, etc., to eye level 	
8. Calm	<ul style="list-style-type: none"> • Relaxed tone of voice • Voice pitch not too high • Voice not too loud (unless resident is hard of hearing) • Appears not to be rushed • Not pushy, aggressive, or insistent 	
9. Ask/Discuss/ Assess	<ul style="list-style-type: none"> • Asks/discusses how resident is doing • Asks/discusses how resident is feeling • Asks how a task is going • How's that leg today? • Are you feeling better today? • Are you hungry? • Are you tired? • Do you need to go to the bathroom? 	
10. 15 Seconds	<ul style="list-style-type: none"> • Talks to resident at least 15 seconds total time (not just to another person in the room) 	
11. Explain <i>(continued on next page)</i>	<ul style="list-style-type: none"> • Explains task at hand. Examples: <ul style="list-style-type: none"> - I'm going to turn you now. - We're going to brush your teeth today. - I'm here to pick up your laundry. • It's time to go to dinner. • States one task/step at a time <ul style="list-style-type: none"> - Now I'm going to button your shirt. - Can you hold your glass for me? - Can you put your glass to your mouth? - Can I help you put your glass to your mouth? 	

Categories	Definitions/Examples	Your Additions
11. Explain <i>(continued)</i>	<ul style="list-style-type: none"> • Asks resident to do an activity <ul style="list-style-type: none"> - Let's go for a walk. - Would you like to go and listen to some music with me? - Should we go outside to listen to the birds? - Could I sit and visit with you? • Time reality <ul style="list-style-type: none"> - It's 8 a.m. - It's morning. - Did you know today is Thanksgiving? 	
12. Involve in Care/ Activity	<ul style="list-style-type: none"> • Involves or attempts to involve resident in some way with a personal care or activity <ul style="list-style-type: none"> - Can you hold the toothbrush for me? - Hold this. - Please stand up. - Now, put your arm in your sleeve. - Can you put your foot up here so I can tie your shoe? • Asks resident to be involved in an activity. <ul style="list-style-type: none"> - Can you help me with this puzzle? - Look at the nice dog. Can you help me give him some food? - I'm folding towels today. I'd appreciate your helping me. - We have a real mess over here. Can you help me clean it up? 	
13. Resident's Life	<ul style="list-style-type: none"> • Mentions something about resident's life <ul style="list-style-type: none"> - Where were you born? - Where do you live? - What was your mother's name? - What is your profession? - What do you like to do? - How many sisters and brothers do you have? • Engages resident about aspects of the resident's life <ul style="list-style-type: none"> - So I hear you were an attorney. Tell me about your favorite case. - You told me you used to run. Did you do any marathons? - I see you have your dress on. Are you going out? - What a beautiful tie. Where did you get it? I think I'd like one. - Your hair looks beautiful. Did you go to the beauty shop today? 	
14. Comfort	<ul style="list-style-type: none"> • Repositions resident in wheelchair, chair, bed, etc. • Fluffs or props up with pillows • Offers or tucks in blanket • Brings a sweater, etc., to make resident more comfortable • Brings a drink or food item • Brings a personal item • Asks if he/she can bring resident anything • Asks if he/she can do anything for the resident • Sits with resident • Helps with a personal care such as teeth or hair 	
15. Share	<ul style="list-style-type: none"> • Shares verbally – something that worked or didn't work with resident <ul style="list-style-type: none"> - Tells another staff member - Tells a family member - Tells a friend of the resident - Tells nurse to record something in the resident's chart 	
16. Write	<ul style="list-style-type: none"> • Writes a note on white board, by bed, in bathroom, etc. • Writes something in the 24-hour report • Writes something in the assignment sheet • Writes something in the communication book • Writes on something that may become part of the resident's chart • Writes in behavior tracking document (or other similar document) 	