

	ACCREDITATION ASSESSMENT FOR RESIDENTIAL CARE HOME, ASSISTED LIVING FACILITY AND NURSING HOME (Form PRA-MKT-2007-004)			Application No.
	Republic of the Philippines BOARD OF INVESTMENTS PHILIPPINE RETIREMENT AUTHORITY 29/F Citibank Tower, Paseo de Roxas, Makati City, 1227 Philippines Tel. No. (632) 848-1412 Fax (632) 848-1411 Email: inquiry@pra.gov.ph Website: www.pra.gov.ph			PRA Receipt Date:
Please check one: <input type="checkbox"/> Care Home <input type="checkbox"/> Assisted Living Facility <input type="checkbox"/> Nursing Home		Facility Name		
Address				Year Completed
City	Postal Code	Province	Website	
Telephone	Telephone	Fax	Email	
Owner/Developer Name		Office Address		
City	Postal Code	Province	Website	
Contact Last Name		First Name	Middle Name	
Telephone	Mobile	Fax	Email	
PLEASE CHECK:				
<i>Criteria</i>	<i>Yes</i>	<i>No</i>	<i>Remarks</i>	
Housing Facility:				
1.1 Big space & wide alleys to allow wheelchairs and beds to move around.				
1.2 With resilient and non-slip tiles and floorings				
1.3 Gradual access elevation for wheelchairs				
1.4 Mechanized equipment for bedridden retirees				
1.5 With grab or hand bars in desirable locations like toilets and bathrooms				
1.6 Centralized or individualized air conditioning system				
1.7. Adequate water supply with cold and hot water				
1.8. Telephone facility and emergency intercom or pull cord system.				
1.9. Internet facility with video cam & VOIP				
1.10 CCTV for monitoring retirees who need constant care				
1.11. Sanitized toilet, bathroom, showers & kitchen				
1.12. With fire alarm, sprinkler and fire escape systems				
Services:				
2.1. Availability of Housekeeping Services				
2.2. Concierge Services				
2.3. With property management services for the common area and facilities				
Finance:				
3.1. Strong, or at least credible project proponents				
3.2. Prudent debt-to-equity ratio				
3.3. Viability of project based on projected profit or actual financial performance.				
3.4. Marketability				

3.5. Liquidity			
3.6. Financiability			
3.7. Affordable to its intended target market			
3.8. Securitizable			
3.9. Eligibility for tax incentives			
3.10. Financial guarantees from the Government or project sponsors			
Security:			
4.1. PNP detachment within a reasonable distance			
4.2. Tourist/Retiree's Desk at a local police station			
4.3. Surveillance cameras installed within the facility			
4.4. 24-hour security personnel			
4.5. Security provider complying with the "Private Security Agency Law"?			
Fire Safety:			
4.5. Fire emergency procedures posted within strategic areas, including schematic diagrams			
4.6. Monthly Fire Drills			
4.7. Clearly marked exits and lighted signs			
4.8. Stairwells and exits free from obstruction and flammable materials			
4.9. Monthly inspections of fire extinguishers and hoses			
4.10. Installed Smoke and fire alarms			
Swimming Pool Safety:			
4.11. Properly implemented safety and security procedures			
4.12. Installed water hygiene systems			
4.13. Securely fenced pool			
4.14. Accessible to ambulance or ambulance trolley			
4.15. Readily available emergency call point			
4.16. Qualified personnel to clean pool regularly			
Other Safety Requirements:			
4.17. Clearly Marked Safe Speed Limits			
4.18. Well lighted Main access and communal areas			
4.19. Safe storage and disposal of hazardous substances			
Medical and Healthcare: Intermittent care			
5.1. Primary care clinic within the area or tertiary hospital within 10 km radius			
5.2. 24-hour availability of trained personnel on CPR			
5.3. Availability of an on call primary care physician			
5.4. Nearby dental services			
5.5. MOA with nearest tertiary hospital			
Medical and Healthcare: Nursing homes			
5.6. In-house primary care clinic w/ resuscitation capabilities			
5.7. Availability of a primary care physician at the clinic daily.			
5.8. Presence of in-house nurses, paramedical personnel and caregivers			
5.9. Availability of a retainer dentist nearby or in-house			
5.10. Availability of a licensed nutritionist on a consultancy basis			

5.11. Adequate staff to retiree ratio			
5.12. Access to laboratories and X- ray equipment			
5.13. Easy access to a pharmacy or maintain a well stocked infirmary			
5.14. Implementation of wellness and preventive health programs			
Transportation:			
6.1. Accessible to public transport			
6.2. Availability of Transportation for Hire or Shuttle Service			
Emergency:			
6.3. Access to ambulance service 24/7			
6.4. Tie up with ambulance and air transport service operator			
Emergency Medical Personnel:			
6.5. Paramedics trained in intravenous therapy (IV), drug therapy, intubations, and defibrillation			
Lifestyle:			
7.1. Regular sports facilities (e.g. basketball court, tennis court...)			
7.2. Luxury sports facilities (e.g. Golf courses, boating, diving, horseback riding...)			
7.3. Exercise and Gym Facilities (Jogging path, gym equipment...)			
7.4. Entertainment facilities (e.g. movie theater...)			
7.5. Amenities for Relaxation (spa and massage services...)			
7.6. Amenities for Social Activities (e.g. parlor games, bingo socials, mahjong...)			
7.7. Opportunities for Community Volunteerism			
Accessibility to:			
i. Shopping Malls			
ii. Commercial Centers			
iii. Manpower Agencies/Services			
iv. Banks			
v. Travel and Tour Agencies			
vi. Professional Services, Legal, Accounting, Stock Brokerage, Banking etc.			
vii. Internet Services/Facility			
viii. Food Catering, Restaurant and Coffee Shops			
ix. Home Care			
x. Barber Shops and Beauty Parlors			
xi. Church/Chapel			
xii. Cultural Centers/Activities			
xiii. Retreat House			
xiv. Laundromats			
xv. Language School and Adult Education Schools			
xvi. Others: _____			
Human Resource Development:			
8.1. Effective employment practices			
8.2. New staff orientation			
8.3. Performance management			
8.4. Training and development			
8.5. Resident abuse prevention			

Management of Facilities:			
9.1. Resident Information			
a. Contractual arrangement			
b. Financial arrangements			
c. Usual services and activities			
d. Security measures			
e. Additional service and care options			
f. Any information provided to residents as required by law.			
g. The Retirement Facility Administrator provides adequate information before signing contracts.			
h. Promotional and advertising materials must be current informative, honest, and complies with the regulations.			
9.2. New Resident Orientation			
a. Residents are given an entry orientation program.			
b. Residents are provided with a comprehensive information package that details the different aspects of daily living in the retirement facility.			
9.3. Communication			
a. Information is regularly supplied in the form of notices, newsletters and/or gatherings.			
b. A system is in place for residents to have regular access to management.			
9.4. Resident Dignity, Privacy and Confidentiality			
a. Providing and maintaining confidentiality on all matters pertaining to each individual resident.			
b. Interacting with residents in a friendly and respectful manner.			
c. Respecting residents' dignity and privacy at all times.			
9.5. Resident Services			
Written information is provided to residents detailing accessible services such as:			
a. Health and personal care			
b. Meals and housekeeping			
c. Maintenance			
d. Social and recreational activities.			
9.6. Catering Services. A system is in place to meet and maintain food safety.			
9.7. Social Activities and Community Involvement			
a. The range of activities should be appropriate for the residents.			
b. Involvement in activities is encouraged.			
c. Information is provided to residents detailing social and recreational facilities and activities in the retirement facility and locality.			
9.8. Resident Satisfaction			
a. Residents are regularly given the opportunity to comment on their level of satisfaction with services and operations.			
b. Information provided by residents on the operation of the retirement facility is reviewed; actions are identified for continuous improvement processes; and residents are provided with feedback on the results of any surveys.			
9.9. Dispute Resolution/Comments and Complaints Mechanism			
a. Residents are fully informed of the dispute resolution or comments and complaints mechanism, and this procedure is readily available to all residents within the facility.			

b. Policies and procedures are in place; these must comply with relevant government legislation where applicable.			
c. Records are maintained of documented comments and complaints with details of actions and resolution.			
9.10. Residents Involvement in Decision Making			
a. The Residents have reasonable access to the retirement facility administrator.			
b. Residents are consulted and informed about relevant management decisions that affect the operations of the facility.			
9.11. Annual Meeting of Residents			
a. A system is in place for management to provide an opportunity for residents to raise questions or make comments to be addressed at the meeting.			
b. Management provides appropriate and reasonable responses to resident inquiries.			
c. A record of the business transacted at the annual meeting of residents is maintained.			
9.12. Residents Contractual and Financial Arrangements			
a. Management and staff who have responsibility for liaising with prospective (or new) residents reports to them regarding the initial & ongoing costs of services.			
b. All Contracts must meet legislative and legal requirements.			
c. The system for setting charges in relation to regular fees, user pays services, fees while absent from, or leaving the facility, is clearly documented and available to all residents.			
d. Disclosure documents for the facility contains adequate and clear explanation of:			
i. Retentions/deductions/fees upon a resident leaving the facility;			
ii. Residents' liability for ongoing fees after leaving the facility;			
iii. All other information needed by the residents			
9.13. Regulatory Compliance Requirement			
a. A system is in place to identify and ensure compliance with relevant regulations.			
b. Policies and procedures are reviewed following changes in rules and regulations. The staff receives training or instruction in changes where relevant.			
9.14. Policies and Procedures			
a. The management and staff are aware of all relevant policies and procedures relating to their work.			
b. Policies and procedures are established in relation to:			
i. Operational Systems			
ii. Human Resources			
iii. Resident Services			
iv. Administration			
c. There is a system of review resulting in continuous improvement.			
9.15. Continuous Improvement Requirement			
a. Management regularly monitors, assesses and evaluates all aspects of service delivery and resident satisfaction.			
b. Management actively seeks feedback from residents, staff and other stakeholders.			
c. Management establishes and maintains a			

continuous improvement plan.			
9.16. Occupational Health and Safety Requirements			
a. OH&S policies and procedures are in place.			
b. Training is provided to ensure all the staff can meet their responsibilities.			
c. There is documented evidence of regular review processes incorporating risk assessment, management and continuous improvement strategies.			
d. The management and staff should identify, remove or reduce any potential hazards.			
e. Hazard reporting and subsequent remedial action shall be documented.			
f. Incidents shall be documented, causes identified and remedial action taken.			

PRA Use only:

<p>Inspected by: _____ Team Leader, Accreditation</p> <p>Date: _____</p>	<p>Recommended for Accreditation by: _____ DM, Marketing Dept/DC, Client Relations</p> <p>Date: _____</p>
<p>APPROVED: COL. FERNANDO Z. FRANCISCO, Ret. Acting General Manager</p> <p style="text-align: right;">Date: _____</p>	