

The Walk-the-Floor Checklist

Beyond the Dementia Behaviors · WHCA + IHCA Fall Conference, September 16, 2026

One care episode, five stages. Mark each row Present, Absent, or N/A. N/A means the row did not come up. Score each stage on its own. A stage passes at 60 percent of its applicable rows. W = watched from the doorway. A = asked the caregiver, or read in the care plan. **Use this sheet for coaching. Do not use it for discipline.**

1	Before going in	Observed	Not observed	N/A
A	The goal of this care for this person is known. <i>Present looks like: The caregiver says what the care is for. Not the task (wash or walk), but the goal (perform self-care or maintain leg muscle), for example.</i>			
A	The name this person answers to is known. <i>Present looks like: The caregiver says the name, and it matches the care plan.</i>			
A	One preference for this care is known. <i>Present looks like: Something specific, for example the start washing from feet upwards, leave face for last, or no radio on.</i>			
A	One thing this person does for themselves is known. <i>Present looks like: For example, she washes her own face.</i>			
W	Everything the care needs is in the room before care starts. <i>Present looks like: Nothing is fetched once the care begins.</i>			
W	Nobody comes in or leaves the room once the care has started. <i>Present looks like: The caregiver stays until the care is finished or stopped, and no one comes in without the person's consent.</i>			
W	Privacy is set before the care starts. <i>Present looks like: Door closed, curtain or screen pulled, person is covered.</i>			
W	The caregiver takes a breath at the door before going in. <i>Present looks like: A pause at the door before the door opens.</i>			
	Stage 1 score. Applicable rows ____ of 8 · Pass = 5 present, or 60% of applicable rows.	_____	_____	_____
2	Approach	Observed	Not observed	N/A
W	Knocked and waited for an answer before going in. <i>Present looks like: A knock, then a pause, before the door opens.</i>			
W	Came in from the front, slow paced. <i>Present looks like: This person can see the caregiver arriving without getting frightened.</i>			
W	Stopped about an arm's length away. <i>Present looks like: No closer until this person responds positively.</i>			
W	Got to eye level before speaking. <i>Present looks like: The caregiver's eyes are level with or below this person's.</i>			
W	Said their own name. <i>Present looks like: The caregiver says their own name to the person.</i>			
W	Used the name this person answers to. <i>Present looks like: The caregiver says the name this person answers.</i>			
W	No sweetie, no honey, no baby talk. <i>Present looks like: The same voice the caregiver would use with any adult.</i>			
W	Spent a moment on something other than the care first. <i>Present looks like: A word about the person, the weather, the family photo, last night's game.</i>			
W	Offered something pleasant before asking for anything. <i>Present looks like: A compliment or a small pleasure, with no request attached.</i>			
W	Offered touch where this person could see it, palm up. <i>Present looks like: The hand is offered inside this person's line of sight.</i>			
W	Waited until this person accepted the touch. <i>Present looks like: The caregiver's hand is offered and stays there. The caregiver goes on when this person takes it, moves toward it, relaxes, or holds the look.</i>			
W	One message at a time. <i>Present looks like: One instruction or one question at a time.</i>			
W	Left about three seconds for an answer. <i>Present looks like: A silence after the question, long enough to count to three, before anything else is said.</i>			
	Stage 2 score. Applicable rows ____ of 13 · Pass = 7 present, or 60% of applicable rows.	_____	_____	_____
3	The care offer and the answer	Observed	Not observed	N/A
	3.1 This person agrees · If agreement was never reached, mark this row N/A.			
W	The care started after this person agreed. <i>Present looks like: A yes in words, a nod, a hand taken, or this person staying loose and holding the look, before the caregiver's hands move.</i>			
	3.2 This person refuses · If there was no refusal, mark every row in 3.2 as N/A.			
W/A	Asked whether this refusal is new. <i>Present looks like: The caregiver says what has changed since the last time, or says that nothing has changed.</i>			
W/A	A new or worsening refusal was sent for a medical look. (N/A if the refusal is not new) <i>Present looks like: The change is reported the same day, with what was seen.</i>			
A	Said where the refusal came from: this person, the caregiver, the room, or the organization.			

3	The care offer and the answer	Observed	Not observed	N/A
	<i>Present looks like: One of the four named, with the reason for choosing it.</i>			
W	Offered two choices of care. <i>Present looks like: Two options the person can accept either way.</i>			
W	Offered something pleasant with nothing asked for in the same breath. <i>Present looks like: The offering is named to this person, and no request follows it in the same turn.</i>			
W	Withdrew by about three minutes. (house rule) <i>Present looks like: The caregiver is out of this person's space for a clock-timed interval, not a guessed one.</i>			
W	Named a time to come back. (N/A if the caregiver did not withdraw) <i>Present looks like: A clock time or a named event, not later.</i>			
W/A	Came back at the time that was named. (N/A if no time was named) <i>Present looks like: The return happens at the time that was named, and the record can confirm it.</i>			
W	After two attempts, a caregiver this person accepts took over. (N/A if there were not two attempts) <i>Present looks like: A colleague is asked to take the task, the reason is given in neutral terms, and the swap happens on that shift.</i>			
W	The first caregiver stayed in the room. (N/A if nobody took over) <i>Present looks like: The first caregiver is still in the room while the colleague gives the care.</i>			
A	What was tried was written down. (N/A if agreement was reached) <i>Present looks like: A colleague who was not there can reconstruct what was tried from the note alone.</i>			
A	The team was told. (N/A if agreement was reached) <i>Present looks like: What to do differently reaches handover or the care record within the shift.</i>			
	Stage 3 score. Applicable rows ____ of 14 · If refused, pass = 8 present, or 60% of applicable rows.	_____	_____	_____
4	During care	Observed	Not observed	N/A
W	The caregiver met this person's eyes again during the care. <i>Present looks like: The caregiver's eyes meet this person's.</i>			
W	Each move was named before it happened. <i>Present looks like: The caregiver keeps talking while their hands are working, saying what will be done before each action.</i>			
W	The face and intimate areas were left until last, and touched more slowly. <i>Present looks like: The observer can state the order used for care, and the face and intimate areas come last. The hand slows when it gets there.</i>			
W	Touch was slow, with a flat open hand. <i>Present looks like: No gripping, no fingertips, no wrist held.</i>			
W	One hand stayed with this person while the other worked. <i>Present looks like: An observer can name the one hand that stays in contact from the first step to the last.</i>			
W	The caregiver read this person's reaction at each step. <i>Present looks like: A specific change is named as it appears, and before the next step begins the caregiver decides to continue, adapt, pause, or stop (CAPS).</i>			
W	The caregiver adapted, paused, or stopped when this person tightened or went quiet. <i>Present looks like: Shoulders rising, jaw tightening, a hand closing, or going silent, followed by the caregiver adapting, pausing, or stopping.</i>			
W	The caregiver said out loud what made them adapt, pause, or stop. <i>Present looks like: For example, your shoulders came up, so I am waiting.</i>			
W	When this person settled, the caregiver went back to adapted care, or to the full care. (N/A if the care never paused) <i>Present looks like: A pause moves back to adapted care. Adapted care moves back to the full care.</i>			
	Stage 4 score. Applicable rows ____ of 9 · Pass = 6 present, or 60% of applicable rows.	_____	_____	_____
5	Closing	Observed	Not observed	N/A
W	The caregiver spoke about the time together before leaving. <i>Present looks like: For example, thanking this person, or naming something that went well.</i>			
W	This person was left calm and comfortable. <i>Present looks like: This person is covered and settled before the caregiver leaves.</i>			
W	What this person needs is within reach. <i>Present looks like: For example, the call bell, the drink, the glasses, close enough for this person to take without getting up.</i>			
W	A time to come back was named. <i>Present looks like: The parting names a time or a colleague, and it is a promise the caregiver can keep.</i>			
A	A note for the next shift says what worked and what did not. <i>Present looks like: For example, she took the flannel but would not have the shower.</i>			
	Stage 5 score. Applicable rows ____ of 5 · Pass = 3 present, or 60% of applicable rows.	_____	_____	_____

Observer _____ Caregiver _____ Resident _____ Care task _____ Date _____