

# Consumer Checklist

A resource to use during your search for Assisted Living

There are many questions to ask and details to note during your visit. When you meet with the staff and tour the residence, pay attention to the physical appearance, atmosphere, and attitudes of the staff.

<b>Appearance</b>	<b>Yes</b>	<b>No</b>
As you arrive at the residence, do you like its location?	----	----
Do you like its outward appearance and grounds?	----	----
Do you find the décor attractive and homelike?	----	----
Is the residence secure?	----	----
Are stairs and halls well lit?	----	----
Are exits well marked?	----	----
Do rooms/bathrooms have handrails and call buttons?	----	----
Is residence accommodating for wheelchairs/walkers?	----	----
Are cupboards and shelves easy to reach?	----	----
Is the residence clean, odor-free, the right temperature?	----	----
Are there safety locks on windows and doors?	----	----
Are there security and fire safety systems?	----	----
Is the floor plan logical and easy to follow?	----	----
Are different sized and types of units available?	----	----
Are units for single and double occupancy available?	----	----
Do residents have their own lockable doors?	----	----
Are residents allowed to bring their own furnishings?	----	----
Do all units have a telephone and cable TV access?	----	----
<b>Atmosphere/Attitude</b>		
Are there common areas for residents to socialize?	----	----
Did you receive a warm greeting when you arrived?	----	----
Do the administrator and staff call residents by name?	----	----
Does the staff interact warmly with residents?	----	----
Does the staff seem overworked, harried or unhappy?	----	----
Do residents socialize with each other?	----	----
Do residents appear happy and comfortable?	----	----
Do the residents seem to be appropriate housemates?	----	----
Are staff appropriately dressed, personable, outgoing?	----	----
Do staff members treat each other professionally?	----	----
Are the staff members that you pass friendly?	----	----
Are visits with the residents welcomed at any time?	----	----
Is there evidence of an organized activities program?	----	----
Do residents participate in off-site activities?	----	----
Are residents' pets allowed in the residence?	----	----
Do volunteers come to help or conduct programs?	----	----



While physical appearance and atmosphere are very important, ultimately long-term quality of care and services is most important. Speak with both staff members and residents when evaluating the quality of care. Find out staff member qualifications and whether they are qualified to deliver the services the residence offers. What kind of training does the residence require or provide? How often? What is the staff to resident ratio during the day and in the evening? You may also want to find out if there is any special training for staff who care for those with Alzheimer's disease or other memory impairments. Does the staff help with medication? What training is required for this activity?

<b>Care Services</b>	<b>Yes</b>	<b>No</b>
Is there a written plan for the care of each resident?	-----	-----
How does the residence assess residents' needs?	-----	-----
Is the plan of care reviewed periodically?	-----	-----
Does the review include the resident, family, and staff?	-----	-----
Does the review process include the resident's physician?	-----	-----
Are additional services available if resident's needs change?	-----	-----
Are there different costs for various levels of service?	-----	-----
Is there an appeals process for dissatisfied residents?	-----	-----
Does the residence have a policy for storage of medication?	-----	-----
Do they have a policy for medication assistance?	-----	-----
Do they have a policy for medication record keeping?	-----	-----
Do they have a procedure for medical emergency?	-----	-----
Is self-administration of medication allowed?	-----	-----
Is there staff to coordinate visits with health professionals?	-----	-----
Does a physician or nurse provide regular on site checkups?	-----	-----
Can the residence provide a list of available services?	-----	-----
Is staff available to provide 24 hour assistance with activities of daily living?	-----	-----
Does the residence provide housekeeping services?	-----	-----
Does the residence provide transportation?	-----	-----
Can residents arrange for transportation on short notice?	-----	-----
Are pharmacy services offered on site?	-----	-----
Are barber/beautician services offered on site?	-----	-----
<b>Food Services</b>		
Do dining room menus vary from day to day?	-----	-----
Are three nutritionally balanced meals provided each day?	-----	-----
Seven days a week?	-----	-----
Are snacks available?	-----	-----
May a resident request special foods?	-----	-----
May residents eat meals in their rooms?	-----	-----
Are common dining areas available?	-----	-----
Are there set times for meals?	-----	-----

Once you have met with the staff, spoken with residents, toured the residence inside and out, tasted the food, and received answers to your questions, you should have a pretty good idea whether a residence seems right for you; however, before making a decision, you need to review the contract.

<b>Contracts, Costs, Finances</b>	<b>Yes</b>	<b>No</b>
Is a contractual agreement available upon your visit?	-----	-----
Does it disclose healthcare and supportive services?	-----	-----
Does it disclose all fees?	-----	-----
Does it disclose admission and discharge provisions?	-----	-----
Does it disclose when a contract may be terminated?	-----	-----
Does it disclose refund policies?	-----	-----
May a resident handle their own finances if able?	-----	-----
Are residents required to purchase renters insurance?	-----	-----
Is there an appeals process for dissatisfied residents?	-----	-----
Do billing, payment and credit policies seem fair?	-----	-----

Because you are making an important decision about the care of your loved one, you need to be able to select an option with confidence, knowing that the government provides regulations for standards that must be met for a facility to be state licensed. These regulations and, if necessary, the enforcement of these regulations protect the seniors who live in assisted living facilities.

<b>License/Regulatory Oversight</b>		
Is the residence licensed by the state in which it operates?	-----	-----
Does the residence have a copy of its license posted?	-----	-----
Have they been surveyed by the state licensing agency recently?	-----	-----

**Notes:**