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Check list for assisted living communities

This list was developed to help consumers in choosing the most appropriate assisted living facility for themselves or their loved ones. Remember to use all five senses when visiting and making your selection. Trust your initial feelings and reactions. The following questions are meant to assist you in your decision making process

Provider Agreements/Policies:

- Do the admission criteria match your needs?
- Have I reviewed the terms of the financial/provider agreement?
- Is the unused portion of the rent refunded upon transfer/discharge?
- Do I have a choice in the selection of medical/health care providers if additional services are needed?
- Are the specific services offered clearly identified in the agreement?
- Have I reviewed the house rules?
- Have I reviewed all of the reasons for which I may be transferred or discharged?

License/Certification:

- Is the facility licensed by the state?
- Is the latest assessment by the state posted?
- Is the facility Medicaid certified?

Space:

- Is the bedroom private or shared?
- Is the bathroom private or shared?
- Are the Shared areas clean?
- Is their space for personal belongings?
- Does the floor plan allow for easy mobility for me?
- Are there private areas other than the bedroom for visits?

Safety:

- Is the bathroom safety equipment installed or available if needed? (Grab bars, raised toilet seat)
- Is there a call system?
- Are walkers/wheelchairs permitted?
- Are hallways and doorways wide enough for wheelchairs?

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Check list (continued)

Care Plans:

- Am I involved in the care planning process?
- Is my family/responsible party involved?
- Is my physician or other health provider involved?
- Are the care plans updated to reflect changes in care needs?

Personal Service

Does the facility provide:

- Assistance with dressing?
- Assistance with bathing?
- How many times per week is bathing provided?
- Assistance with toileting?
- Assistance with incontinence? Does this include assistance with bowel and bladder?
- Assistance with transfers from wheelchair to bed, etc.
- Assistance with medications?

Staff

- What is the operator/Administrator training?
- Does staff receive training to work with special needs or behaviors, such as dementia?
- Is there high staff turnover?
- What is the ratio of staff to resident?
- Is the staff awake at night?

Meals:

- Are activities available within the facility?
- Does the facility take residents on outings?
- Is somebody designated to conduct activities?
- Would my interests match the level/type of activities provided?
- Are there residents I can socialize with?
- Is there a written schedule of activities?
- Does the facility provide transportation?

Communication:

- Does facility inform family/physician when an unusual event occurs?
- Do you feel comfortable talking with the: administrator/operator, manager/billing and staff/caregivers.
- Is the grievance procedure easily understood?
- Is telephone use accessible and conducive to privacy?

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Check list (continued)

Facility Tour/Observations:

- Have I toured the entire facility?
- Have I observed the kitchen and pantry?
- Have I observed a meal?
- Does the atmosphere seem pleasant?
- Does there seem to be enough staff available?
- Are pets allowed?
- Do residents seem happy and engaged?
- Do residents appear to be clean, groomed and odor-free?
- Have I observed for staff/resident interaction?
- Have I observed for cleanliness and odors?

We realize that making the decision to place a loved one in a care facility can be difficult. When making your final selection keep these tips in mind:

- Trust your initial feelings and reactions.
- Try not to make a hasty decision. There are many homes from which to choose.
- Consider the location of the home. Your presence and involvement in the facility is important to the care your loved one receive.
- Make an unannounced visit after your initial tour.
- Talk to residents.
- Ask for references.
- Ask to take home copies of the admission packet and house rules
- Take the time to review the materials, and ask lots of questions.