



## Choosing An Assisted Living Community - Checklist



The following guidelines will give you an idea of what to look for and what you should expect from an assisted living community.

# Assessment Checklist

When choosing an assisted living community, be selective. Choose a community that best suits your needs. The following guidelines will give you an idea of what to look for and what you should expect from an assisted living community.

Community Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Contact Person \_\_\_\_\_

## 1. Environment

### *Building Exterior*

- How does the exterior of the building appear to you?
- Is it inviting? • Is it well maintained?
- Is there trash around?
- Is the landscaping tended to?

### *Building Interior*

*As you enter the building:*

- What do you smell?
- Is there someone to greet you? You should not be able to walk through the building unescorted.
- Are there refreshments available?
- How clean is the interior?
- What is the décor? Is it inviting? Comforting?
- What is the condition of the building? Is there peeling paint? Peeling wallpaper?
- Do the common areas make you feel comfortable?
- Are the recreational areas neat and tidy? Are they well used?

## 2. Experience

*Observe the interactions of the staff and the residents. This will help you to understand how your loved one will be treated. Talk to at least two (2) residents privately to get first-hand feedback.*

- Does the staff treat the residents with respect?
  - Does the staff encourage the residents to be independent or do they do routine tasks for them?
  - How does the staff assist the residents with their activities of daily living?
  - Does the staff greet residents by name?
  - How many smiles do you see throughout the building?
  - How does staff interact with other staff members?
  - Are the residents appropriately dressed?
  - What are the residents doing throughout the building?
  - Are meaningful activities provided for the residents?
  - Are they engaged in activities?
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### 3. Nutrition

- What is the overall dining experience like?
- How appetizing does the food appear?
- How does the food taste?
- What is the selection of food? Are there alternate food choices?
- What is the atmosphere in the dining room?
- Is there assigned seating? If so, how does the staff assign the seating?
- Are meals served restaurant style? Buffet style?
- What are the dining hours? Flexible? Fixed? • Would you enjoy the dining experience?

### 4. Family

- How do you feel about what you have observed?
- Does the overall experience “fit” with how your loved one lives and interacts with people?
- Are there sufficient activities to keep your loved one engaged and active?
- Is this a location you would enjoy coming back to?

### 5. Administration

- Does the assisted living community have a written description of its services and fees?
- Will an admission contract be used? If so, does the admission agreement describe the service package (room, board, supervision, personal care, etc.) and prices?
- Does the community strive to maintain resident autonomy and independence?
- Does the assisted living community conduct a preliminary evaluation of the types of services the resident needs?
- Are family members or appropriate health care professionals involved in this evaluation?
- Does the community create a service plan for each new resident?
- The service plan should include details about the services to be provided, the frequency of service and the period of time over which service will be provided. The service plan should be updated as the resident's needs change. Ask if you can review a sample service plan.
- Does the organization coordinate all health care services for its residents?
- Does the assisted living community explain the resident's rights and responsibilities? Ask to see a copy of the rights and responsibilities information.

### 6. Overall Assessment

For families and loved ones, touring assisted living communities can be a bit overwhelming. Not only are you embarking on a lifestyle change, you're learning so many new facts about different communities in a short amount of time. To help keep one community's services, amenities, apartment descriptions, etc., distinct from another (and to avoid any confusion!), you may find it helpful to take notes while you tour.

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