Assisted Living Evaluation

Finding the right place for yourself or a loved one doesn’t need to be difficult. We offer this checklist of the most important items to evaluate the Centers you are considering.

**Atmosphere**
✓ As you arrive at the residence, do you like its location and outward appearance?
✓ As you enter the lobby and tour, is the decor attractive and homelike?
✓ Do you receive a warm greeting from staff welcoming you to the residence?
✓ Does the administrator/staff call residents by name and interact warmly with them as you tour?
✓ Do residents socialize with each other and appear happy and comfortable?
✓ Are you able to talk with residents about how they like the center and staff?
✓ Do the residents seem to be appropriate housemates for you or your loved one?
✓ Are staff members appropriately dressed, personable, and outgoing?
✓ Do the staff members treat each other in a professional manner?
✓ Are the staff members that you pass during your tour friendly to you?
✓ Are visits with the resident welcome at any time?

**Physical Features**
✓ Is the community well-designed for your needs?
✓ Is the floor plan easy to follow?
✓ Are doorways, hallways, and rooms accommodating to wheelchairs and walkers?
✓ Are elevators available for those unable to use stairways?
✓ Are handrails available to aid in walking?
✓ Are cupboards and shelves easy to reach?
✓ Are floors made of a non-skid material and carpets firm to ease walking?
✓ Does the residence have good natural and artificial lighting?
✓ Is the residence clean, free of odors, and appropriately heated/cooled?
✓ Does the residence have sprinklers and clearly marked exits?

(continued on reverse)
Needs Assessments, Contracts, Costs & Finances

✓ Is a contractual agreement available that discloses healthcare and supportive services, all fees, as well as admission and discharge provisions? What are the policies for refunds and transfers?
✓ Is there a written plan for the care of each resident?
✓ Does the center have a process for assessing a potential resident’s need for services and are those needs addressed periodically?
✓ Does this process include the resident, his or her family/representative, along with the potential resident’s physician?
✓ Does the center validate care so long-term care insurance, if held, can be reimbursed to the resident?

Services

✓ To what extent are medical services available, and how are these services provided?
✓ Is staff available to meet scheduled and unscheduled needs?
✓ Can the center provide a list of services available?
✓ Is staff available to provide routine assistance with activities of daily living (ADLs) if needed? ADLs include dressing, eating, mobility, hygiene and grooming, bathing, toileting, using the telephone, shopping, and laundry.
✓ Does the residence provide housekeeping services in residents’ units?
✓ Can residents arrange for transportation on fairly short notice?
✓ Are pharmacy, barber/beautician, and/or physical therapy services offered on-site?