

Assisted Living Community Checklist

Living Space and Accommodations

- _____ Are there adequate community areas for resident use?
- _____ Are the resident rooms furnished or unfurnished?
- _____ What is the policy about personal belongings?
- _____ What is the policy for overnight guests? Are guestrooms available? What are the guest fees?
- _____ Is additional storage space available? Is there an extra fee?
- _____ Will I be able to access all parts of the building easily?
- _____ Can I have a car? Is free parking available?
- _____ Are patios and courtyards available for my use?
- _____ Is an area available for resident gardening?
- _____ Is there 24-hour security?
- _____ Are pets allowed to live in my residence? If so, are additional fees and/or deposits required? If not, are pets allowed to visit?

Staff

- _____ What are the community's staffing patterns?
- _____ What training and qualifications are required for the staff?
- _____ Is a criminal background check performed on all staff members before they are hired?
- _____ Do staff members participate in training programs?
- _____ Observe staff and resident interactions. Are they positive? Courteous?
- _____ Is the staff approachable?
- _____ Ask other residents whether staff members handle resident requests in a timely way.
- _____ Can private-duty companions be hired? What is the procedure for that type of service?
- _____ Does the facility have a volunteer program? If yes, what types of activities do the volunteers perform?

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_____ Ask residents whether the administrator/director practices an “open-door” policy.

Service Planning

_____ Will my family and I be involved in the service-planning process? How often will my needs be assessed? Who completes the assessment?

_____ Do special programs exist for memory-impaired residents and residents with dementia? Are special accommodations made for these residents to be outside and exercise?

_____ Does the facility provide special programs for residents with my condition?

_____ How are emergency situations managed? What is the protocol for such events?

_____ What happens if my health care needs change? Under what conditions will I be asked to move?

Services and Activities

_____ Do staff members assist residents in administering medication? If so, who does that?

_____ Does the community use a particular pharmacy? Will that pharmacy accept my insurance or my Medicare Part D prescription drug plan? Does the pharmacy provide a yearly review of my medications?

_____ Are professional nursing services available on site? If not, will the staff assist me in making arrangements through a home health agency?

_____ Are the services of a physical, occupational or speech therapist available or arranged?

_____ Does the community provide bed linens and towels?

_____ Does the community provide laundry service?

_____ Are beauty shop services available on site?

_____ What recreational and spiritual activities are available? Obtain or review a copy of the activities calendar.

_____ Are activity supplies available for my use at any time?

_____ Is transportation provided for medical appointments and recreational purposes? Is there a fee?

_____ Does the community have a resident or family council? How often do they meet?

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_____ What is the procedure for making a suggestion or complaint?

_____ Are hospice services available? If so, does the facility coordinate that care with my physician and family?

Moving In

_____ What does the process of moving in entail?

_____ What are the paperwork requirements and the time frames involved?

_____ Does the community provide any assistance with the move-in?

_____ Can I paint my room or put up a border on the walls before I move in?

_____ How is my initial health assessment managed? Who completes the assessment?

_____ Is the community affiliated with a hospital or nursing home? Will I receive priority in the admission process if I need acute care or long-term care?

_____ Will my room be held if I need to go to the hospital or a nursing home for a short stay? What are the associated fees? Will I receive a discount for unused services (e.g., meals)?

_____ Does the community subscribe to a set of resident rights and responsibilities? Are printed copies of resident rights and responsibilities available?

Costs and Fees

_____ What is included in the basic monthly cost? Ask for a written copy of the contract.

_____ Does the community have a written schedule of fees for extra services? If so, request a copy.

_____ Under what circumstances might the fees change? How much notice is given if fees increase?

_____ Is a security deposit required? What is the refund policy?

_____ Can service agreements and/or contracts be amended or modified?

Dining and Food Services

_____ Does the community accommodate special diets?

_____ Does a dietician or nutritionist review the menus? Request a copy of the menus.

_____ How often do the menus rotate? Are residents and families involved in the menu planning?

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- _____ Are residents allowed to have guests for meals? Is there a fee?
- _____ Does the community have a separate guest dining room? Can my family plan a party or special meal in a private dining room?
- _____ Are meals/snacks available at any time?
- _____ What are the criteria for residents to eat meals in their rooms?

Licensure and Certification

- _____ Is the community licensed? Ask to review the last Office of Health Facility Licensure and Certification survey report.
- _____ Does the staff actively participate in a professional association, such as the state long-term care association or the West Virginia Health Care Association?

Safety

- _____ Does the community have a fire sprinkler system throughout its buildings?
- _____ Where are smoke detectors located?
- _____ How often does the community have fire drills?
- _____ Does the community have an emergency preparedness plan?
- _____ How are emergency and evacuation plans reviewed with residents after admission to reinforce their memory?
- _____ What systems are used to keep residents with dementia or Alzheimer's from wandering out of the buildings and away from the community?

Location

- _____ Is the residence convenient to shopping, medical services and entertainment areas?
- _____ Can family members and visitors easily locate and access the community for visiting?