

Residential Care Communities Checklist

Living Space and Accommodations

- _____ Do residents purchase or rent the apartments? What is the cost?
- _____ What appliances do the apartments have?
- _____ Do the apartments have individually controlled heating and air-conditioning?
- _____ Are window treatments provided?
- _____ Does the facility have adequate community areas for resident use?
- _____ Are the apartments 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?
- _____ Does the community have 24-hour security?
- _____ Are pets allowed to live in my apartment? 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 staff?
- _____ Do staff members undergo a criminal background before they are hired?
- _____ Do staff members attend ongoing training programs?
- _____ Observe staff and resident interactions. Are they positive? Courteous?

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- _____ Is the staff approachable?
- _____ Ask other residents whether staff members handle residents' 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 so, what types of activities do the volunteers perform?
- _____ 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?
- _____ Do special programs exist 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?

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- _____ 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?
- _____ What is the procedure for making a suggestion or making a 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 timeframes involved?
- _____ Does the community provide any assistance with the move-in?
- _____ Can I paint my apartment or put up a border on the walls prior to move-in?
- _____ How is my initial health assessment managed? Who completes the assessment?
- _____ Is the community affiliated with a hospital or nursing home? If I need acute care or long-term care, will I receive priority in the admission process?
- _____ If I need to go to the hospital or a nursing home for a short stay, will my apartment be held? 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?

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_____ 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?

_____ 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 apartments?

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 community convenient to shopping, medical services and entertainment areas?

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_____ Can family members and visitors easily locate and access the community for visiting?

Complaints

_____ Whom should I call with questions or complaints?