



CHOOSING AN ASSISTED LIVING HOME

To help you find the right community for your family's needs, here are some guidelines and questions to ask:

PRACTICAL CONSIDERATIONS

- Is the community close to family and friends to visit?
- Are visits with residents welcome at any time?
- Does the community offer the level of care that you or your loved one may need for peace of mind?
- What is included in the expense? Is it an all-inclusive rate or are there other charges?
- Is there a waiting list? How do they inform those on the list of availability?
- How have they fared in recent state inspections? What have been their deficiencies and how were they corrected?
- Does the community provide scheduled transportation to doctors' offices, shopping and other activities desired by residents?
- Can residents arrange for transportation on fairly short notice?

PERSONAL CARE, HYGIENE & HEALTH

- Do the current residents look well cared for, paying extra attention to those details that matter to you such as shaving, nail care, hair care?
- Are the residents' clothes properly cared for (free of stains and wrinkles)?
- Is medication management paper or computer-based?
- What is the policy in storing medication and who has access?

RESIDENT & STAFF INTERACTION

- How does staff communicate with residents? Are they using the individual's preferred name?
- Is the staff acknowledging and interacting with residents?
- Do the residents seem happy and comfortable?
- Does the staff look happy-smiling, bright voices, engaged?
- Does the community conduct care conferences or wellness meetings?





ENVIRONMENT

- Do residents have adequate access to privacy?
- Is the decor pleasant and adult-like?
- Are the facilities free of odors?
- Are the buildings and grounds well maintained?
- Do the open and common areas look clean?
- Is there a manager present in the evening or on weekends?
- Are there outside gardens, patios or walking paths for residents to enjoy safely and leisurely?
- Is there a positive energy: laughter, music, conversation, lively activity?

QUALITY OF PROGRAMS

- Is there an activities schedule available? Do they have a dedicated activities director?
- Do the activities involve both at-home and day trips?
- Do you see residents engaged in an activity or conversation with other residents or staff, or are they mostly in their rooms?
- Does the menu offer daily options? Does it include items you or your loved one would enjoy? Does it change often?
- Does the dining program accommodate special dietary needs?
- Are the meals prepared on site? Are snacks available throughout the day?
- Are family and friends welcome to dine with residents?
- Are there opportunities for worship? Who leads these services?
- What opportunities are there for daily fitness activity?
- Is there an on site barber or beautician service available?

QUALITY OF STAFF

- What training have co-workers received?
- Do you have the opportunity to meet or have access to the administrator?
- How do they deal with challenging resident behaviors or situations?
- Is the staff friendly to you?
- How does the staff interact with each other-positively, respectfully, pleasantly?
- Do co-workers appear composed and work stations organized?
- Do co-workers have a clean, neat appearance themselves?
- Do staffing levels change on weekends and holidays?
- Can the sales staff provide helpful advice in approaching a senior loved one about a change, discussing options with siblings or making a smooth move-in transition?
- Visit the community as often as you feel it's necessary (at different times, on different days, on weekends, at busy times like lunch or dinner). Talk to the staff, administrator, residents and family members. Bring other family members or friends to get their perspective too. And above all, trust your intuition. You should feel comfortable and welcome — like you would in any family or friend's home.

