

# Assisted Living Consumer Checklist

Compiled from guides produced by Assisted Living Federation of America and AARP

There are many questions to ask and details to note during this visit. When you meet with the staff and tour the residence, pay attention to the physical appearance, atmosphere, and attitudes of the staff.

## Appearance

As you arrive at the residence, do you like its location?

Yes

No

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Do you like its outward appearance and grounds?

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As you enter, do you find the décor attractive and homelike?

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Is the residence secure?

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Are stairs and halls well lit?

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Are exits well marked?

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Do rooms and bathrooms have handrails and call buttons?

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Is the residence accommodating for wheelchairs and walkers?

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Are cupboards and shelves easy to reach?

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Is the residence clean, free of odors and appropriate temperature?

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Are there safety locks on windows and doors?

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Are there security and fire safety systems?

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Is the floor plan logical and easy to follow?

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Are different sized and types of units available?

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Are units for single and double occupancy available?

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Do residents have their own lockable doors?

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Are residents allowed to bring their own furnishings?

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Do all units have a telephone and cable TV access?

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## Atmosphere/Attitude

Are there enough common areas for residents to socialize?

Yes

No

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Did you receive a warm greeting from staff welcoming you?

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Do the administrator and staff call residents by name?

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Does the staff interact warmly with residents?

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Does the staff seem overworked, harried or unhappy?

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Do residents socialize with each other?

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Do residents appear happy and comfortable?

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Do the residents seem to be appropriate housemates?

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Are staff appropriately dressed, personable and outgoing?

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Do staff members treat each other in a professional manner?

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Are the staff members that you pass during your tour friendly?

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Are visits with the residents welcome at any time?

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Is there evidence of an organized activities program?

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Do residents participate in activities outside of the residence?

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Are residents' pets allowed in the residence?

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Do volunteers come to help or conduct programs?

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**While physical appearance and atmosphere are very important, ultimately long-term quality of care and services is most important.** Speak with both staff members and residents when evaluating the quality of care. Find out staff member qualifications and whether they are qualified to deliver the services the residence offers. What kind of training the residence requires or provides and how often and what the staff to resident ratio is during the day and in the evening? You may also want to find out if there is any special training for staff who care for those with Alzheimers disease or other memory impairments. Does the staff help with medication, and what training is required for this activity?

## Care Services

Yes

No

Is there a written plan for the care of each resident?

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How does the residence assess residents' needs?

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