

When You Visit Assisted-living Facilities

When you visit assisted-living facilities, use these questions to guide your review.

Atmosphere

Do you like location and outward appearance?

- Yes
- No

Did the staff greet you immediately?

- Yes
- No

Are visits with residents welcome anytime?

- Yes
- No

Is the facility clean, free of odors, and appropriately heated and cooled?

- Yes
- No

Needs Assessments; Contract Costs, Finances

Does the contract agreement disclose all fees and admission and discharge provisions?

- Yes
- No

Do they offer any healthcare services?

- Yes
- No

What are the policies for refunds and transfers?

Does each resident have a written plan for care?

- Yes
- No

Do any government-subsidized programs help cover the cost of services to resident?

- Yes
- No

What does the rent for the unit include?

- Yes
- No

Do various levels of service or care have different costs?

- Yes
- No

Is there an appeals process for dissatisfied residents?

- Yes
- No

Medication and Healthcare

Does the residence have specific policies about storing medication, assisting with medications, training and specialized staff, and recordkeeping?

- Yes
- No

Services

Are staff members able to give 24-hour assistance with activities of daily living (ADLs), if needed?

- Yes
- No

Does the residence provide transportation to doctors' offices, the hairdresser, stores, and other activities that residents prefer?

- Yes
- No

Social and Recreation

Are residents allowed to own pets?

- Yes
- No