

Assisted Living Checklist

Use these questions to evaluate how well an assisted living meets the needs and preferences of you and your loved one.

Atmosphere

How does the place make you feel?	
Do you like the appearance of the building and decor?	
Is the facility well-lit, clean and odor-free?	
Is the residence appropriately heated/cooled?	
Are the grounds and buildings maintained?	
Are spaces free from storage items and other obstacles?	
Are outdoor areas available for resident use?	
Is the community well-designed for residents?	
What is the residence occupancy level?	
Did you receive a warm welcome from the staff?	
Do residents seem happy, engaged and interact with each other? Do they smile and make eye-contact?	
Do the residents seem to be appropriate housemates?	
What types of security does the residence have?	

Rooms

What types of rooms or apartments are available?	
How do they compare in price and comfort?	
Are there designated rooms for residents with memory loss?	
Can the resident remain in their room if their needs change?	
Do residents have their own lockable doors?	
Is there an emergency call system in each apartment?	
Are bathrooms private?	
Do the units accommodate wheelchairs and walkers?	
What furnishings can residents bring?	
Is there a phone, internet and cable access in each room? How is billing handled?	
Is there a kitchen area in each unit?	
May residents keep food in their rooms?	
May residents smoke in their rooms? In public spaces?	
May residents have pets?	
Is additional storage space available?	

Meals and Dining

How is the atmosphere in the dining room?	
Does the residence offer 3 meals every day?	
Do the menus vary each day? Is there a choice?	
Can the residence cater to special diets or preferences?	
Are meals available anytime or are there set meal times?	
Are snacks available?	
Does a dietician or nutritionist review the menus?	
Are residents and families involved in the menu planning?	
Can meals be delivered to the apartment?	
Can residents eat meals in their apartments?	
What is the policy regarding alcohol?	
Are there any additional fees related to meals or snacks?	

Activities

Does the residence have a dedicated activities director?	
What activities are offered? How often? Is there a calendar?	
Can residents share their expertise by teaching others?	
Do volunteers come into the residence to conduct programs?	
Does the residence have pets or provide for pet visits?	
Do residents participate in activities in the neighborhood?	
Are there spiritual or religious services?	
How does the staff encourage residents to participate?	
Are there programs for those with cognitive impairments?	

Transportation

What transportation is offered by the residence?	
What is the availability and how do you arrange it?	
Can the residence provide staff to accompany the resident?	
Can someone else accompany the resident on the vehicle?	
Can the residence assist with arranging other transportation?	
Can residents have automobiles? Is there parking?	
Are there additional fees for transportation or parking?	

Services and Amenities

Are housekeeping services provided in the units?	
Does the residence offer laundry services?	
Are barber/hair stylist services offered?	
Is there a gym or workout space?	
What are the exercise and wellness programs like?	
Are there additional charges for services?	

Care Services

Is staff available to provide 24-hour assistance with activities of daily living? Dressing? Eating? Mobility? Toileting?	
Does each resident have a written plan of care?	
How long after admission is this care plan written?	
How frequently is it reviewed and updated?	
Are the family and resident involved in writing the care plan?	
Are additional services available if needs changes?	
Are there additional costs if the care needs change?	
Is staff available to meet scheduled and unscheduled needs?	
What is the policy for hiring additional help?	
Can a resident be discharged for refusing to comply?	
Is there a point when care needs can no longer be met?	
Can hospice services be provided or brought in?	

Healthcare and Medications

What medical personnel and services are available on-site?	
How much do on-site services cost?	
What is the medication policy, including storage, administration, record keeping, and staff training?	
Are any medications or equipment prohibited?	
Who coordinates home health care visits if needed?	
Does a physician or nurse provide medical checkups?	
What is the policy for responding to medical emergencies?	
How does staff communicate with the resident's physician?	

Visitors

When are visitors permitted? What are the policies?	
Can visitors spend the night? Are there guest rooms?	
Can visitors eat in the dining room?	
Are there any guest fees?	
Can pets visit?	

Residence Staff

Are staff appropriately dressed, personable and outgoing?	
What training and qualifications are required for staff?	
Do staff members receive special training in dementia?	
Does the residence conduct criminal background checks?	
Does the building train staff on elder abuse and neglect?	
What is the average length of employment?	
What is the staff to resident ratio?	

Fees and Policies

What is included in the monthly fee?	
Are there different costs for various levels of services?	
How much do additional services cost?	
What are the billing, payment and credit policies?	
What is the policy if the resident is hospitalized?	
When can a contract be terminated?	
Are deposits refundable? What is the refund policy?	
Is a resident agreement available that discloses all fees, as well as move-in and move-out provisions?	
Do any government or private programs assist with the cost?	
What happens if the resident runs out of money?	
Can the resident handle their own finances or must someone else be designated?	

Moving In

What is the move-in process?	
What documentation do you need?	
How is the initial assessment conducted?	
What is the timeline? Do you have available units?	

Residence Information

Who owns the assisted living? How long have they owned it?	
Is the residence licensed?	
Are copies of resident rights and responsibilities available?	
Does the residence promote the resident's right to privacy?	
What is the appeal process?	
Are doorways, hallways and rooms accessible to wheelchairs and walkers?	
Are elevators easily accessible?	
Are hand rails available to aid in walking?	
What systems are in place for residents who wander?	
Is there a fire sprinkler system throughout the building?	
Where are smoke detectors located?	
Does the residence have an emergency preparedness plan?	
How are emergency plans reviewed with residents?	
What is the most common reason someone moves out?	
Is there a resident council?	