



Assisted Living Community Follow-up Checklist

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Community Name _____

Documents to request

- Sample admission contract
- A copy of the Resident Bill of Rights
- A copy of the most recent survey results from state regulatory inspectors
- A recent list of weekly activities and events
- A recent weekly menu of meals and snacks

Follow-up conversations: Cost

- How much will assisted living care cost for your loved one?
- Does the cost include any special move-in fees or fees for services, such as laundry?
- Is there an extra charge for transportation to doctor's appointments or outings?
- Under what circumstances might costs go up?
- How is the community funded, and is the funding stable?
- Will the community help with the paperwork involved with getting Medicare, Medicaid, VA, and other sources to pay for care?

Follow-up conversations: Staff

- What's the ratio of staff to residents?
- What's the staff turnover rate?
- Are background checks performed before hiring staff? If so, when and how?

- How much training do staff members have?
- What does the facility do to avoid staff burnout and/or retain great staff members?
- Is there an RN, LVN, or CNA on staff?

Follow-up conversations: Care plan

- Is an initial assessment of needs conducted and a written care plan developed? Who's involved in developing the care plan? How often are the needs reassessed?
- What specific care is available from doctors, nurses, physical therapists, occupational therapists, and others?
- Who handles medication management, and how well trained are they?
- Is the facility affiliated with a hospital or nursing home if more care is needed?
- What medical emergency procedures are in place?

Other questions

- Are residents required to have renter's insurance for their units?
- Is housekeeping for units provided -- and included in the price?
- Are barber and beauty services provided -- and included in the price?
- Are pets allowed?
- Are there religious services on the property or nearby?
- Are visits to the residents allowed at any time, or are there set visiting hours?
- Are residents allowed to have overnight guests, such as a family member from out of town?
- How does the community accommodate private time for couples if only one spouse is living in the community?
- What is the facility's policy on sexual interaction between residents?
- Does the facility have an adult day program?
- What is the facility's emergency preparedness strategy?