



QUESTIONS TO CONSIDER FOR ADULT FAMILY HOME OR ASSISTED LIVING FACILITY

Cost and Finances

What is included in the basic daily or monthly rate?

Are there other services available and how much do they cost?

Are health care services included?

Is there an entrance fee / deposit? If so, is it refundable?

What are the payment and billing policies? (rate increases)

What is the refund policy if someone leaves before the end of the month?

If a resident is hospitalized, how long will the facility hold their bed?

Under what conditions would a resident have to leave the residence?

How much notice is given to residents who have to leave?

Is there a sliding fee scale for those in lower income brackets?

Is the residence approved for HUD subsidy or Medicaid?

What is the policy for accepting Medicaid or transferring to Medicaid at a later date?

Client Care

Is there a written care plan for each resident?

Is care assessed on an ongoing basis?

Does the contract address levels of care?

Who determines level of care?

Is some level of nursing care provided? (RN, LPN, Nursing Assistant?)

How often is it available?

Is a physician on call?

Who will help me with medications if I need it? (reminding me to take them, opening the bottle)

Can someone administer medications to me if I can't take them myself?

Can someone help me if I need special care? (caring for a wound, insulin shots)

Are there specialized care programs for residents? (incontinence, wander, dementia)

What are procedures for emergency situations?

Staff/Administration

Does the facility have a current unencumbered license from the state?

How long has current administration been in place?

Is there frequent staff turnover?

Is there enough staff available to meet my needs?

What training does the staff receive?

Are staff welcoming?

What languages are spoken by the staff?

Non-medical services and activities

What type of help with personal care is available? (bathing, dressing)

How flexible is the schedule for receiving help with personal care?

Are transportation services available? (medical appointments., shopping, religious services)

Who pays?

Will staff arrange for activities? (hair appointment, concert, bank)

Is laundry / linen service included?

Is housekeeping service provided?

How does the facility support and accommodate personal hobbies?

Are there regularly planned activities that I will enjoy?

Will I be able to attend religious services of my choice?

Can I bring my pet with me?

Surroundings

Is the home close to friends and relatives?

Is the home close to your doctor, dentist and other service providers?

Is the home on a noisy street?

Are there shops, a library, a park or other amenities within walking distance?

Is the home close to activities I enjoy?

Is there an outside area to sit, walk, or garden?

Can residents come and go at will?

Can personal visitors come and go at will?

Physical Setting

Building Maintenance

Is the entire building wheelchair accessible?

Is the floor plan easy to follow?

Are there hand rails to help with walking in the public areas?

Are there non skid floors and firm carpets to assist walking?

Does the home have good natural and artificial lighting?

Is the home clean, free of odors, and well heated and cooled?

Is the home free from obvious environmental hazards?

Are all rooms clean, safe and adequate for my needs?

Are there safety locks on the doors and windows?

Are there security and fire safety systems?

Are emergency procedures clearly posted?

Are exits well marked?

Is there an emergency generator or alternate power source?

Will I have free use of the common areas, such as kitchen, activity rooms, dining room or grounds?

Personal Space

Will resident have his/her own room?

How are room changes and roommate concerns addressed?

Can I smoke in my room or in the common area?

Do rooms and bathrooms have handrails and call buttons?

What furniture is provided?

Can I bring along some of my furniture or other personal items?

Can I adjust the temperature of my room?

Is there a sit-down shower?

Can I have my own personal phone line or internet connection?

Is telephone included?

Am I able to lock my room and/or are there locked areas in each room for personal valuables?

Is there adequate storage space for each resident?

Food

Is the food pleasing, nutritious, adequate and attractively served?

What if I don't like what is being served?

Can I cook in my room?

Are there kitchens or kitchenettes?

Is there a refrigerator available to store my personal food?

Are snacks available?

Are there specific meal times or are they flexible?

When and where are meals served?

Is there room service if you become ill?

Will the home meet my dietary or cultural food preferences?

Can I request special foods?

Other

Are the residents actively participating in life around them?

Are residents treated with dignity and respect?

What is the appearance of the residents?

Do any residents have a history of violent or other problem behaviors?

How are these situations handled by staff?

Is there a resident group that meets regularly?

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