

### Overall Quality

- What is your impression of the residents and their level of care?
- Are the residents of the home woken up on time and ready by a certain time?
- How are the residents' appearances? How do they look, smell, and feel?
- Are there specific plans for each resident's care?
- Does the Assisted living home offer specialized care for special needs like dementia?
- Does the home offer visits or access to doctors, RNs, and clinics, etc?
- Do the caregivers drive residents to medical appointments and is there an extra fee?
- Is there a plan to respond to medical emergencies?

### Caregivers & Other employees of the home

- What are the requirements for caregivers to work in the home?
- Make sure the caregivers interact nicely with the residents.
- How long has the manager been working at the home?
- How is the employee turnover in this assisted living facility?
- How many caregivers are working in the daytime, at night, and on the weekends?
- How many residents are there in the home for each caregiver?
- Do the employees speak and understand English or any other needed language?
- Does the staff know how to work with Alzheimer's, Parkinson's disease and dementia?
- Do the caregivers talk to residents in a friendly manner?
- Do the caregivers respond quickly to resident requests?
- How do employees respect resident's privacy?

### Services provided to residents

- What is the system for distribution of medication?
- Is there a registered Nurse that comes on a regular basis?
- Does the home provide bed linens and towels?
- Does the facility provide laundry service?

### Resident & Family Participation

- Are residents and their families involved in medical assessments, roommate approvals, and care planning sessions?
- What is the complaint process?
- Can residents select their favorite foods?
- Is there an Ombudsman Program poster and telephone number posted in the home?

### Fun Trips and Social Interaction

- Do residents have fun and meaningful activities and events to take part in?
- Is there an activities director (mostly with larger facilities)?
- Are there trips outside of the assisted living home?
- Are there any religious or spiritual activities?

### Breakfast, Lunch, and Dinner

- Is the food fresh?
- Do the residents get help eating and drinking?
- Are residents and their families involved in the food selection process?
- Do the caregivers meet specific dietary needs?
- Snacks?
- Fresh Drinking Water?

### Living Space and Accommodations

- How is the overall look and feel of the place?
- How does the home smell bad?
- Climate control?
- Safety measures such as special showers, locked drawers.
- How is security?
- How much space is provided for the sleeping area, living rooms, and dining areas?
- Are the floors slippery?
- Can the home accommodate a wheel chair?
- Do they have backyards or gardens for resident gardening?
- Do they allow pets in the home? If so, what type of pets and are there additional fees? If not, are pets allowed to visit?

#### Licensure and Certification

- Is the residence licensed by the state?

#### Proximity Accessibility

- What is around the general area of the home?
- Is it easy for family members and visitors to find?
- How far is it for close friends and family?
- How far away is the resident's doctor and clinic?
- Is there a hospital nearby?
- What are the visiting hours?

#### Reputation & Vibe

- Are you able to talk to other resident's families and other references?
- How was the staff in showing you around and answering your questions?
- Are you able to envision you or your loved one living in this home?
- What was your overall gut feeling about the home?

#### Money

- What is included for the base monthly fee?
- Do they accept Supplemental Security Income (SSI) residents?
- How do their prices compare to the competition?
- Are there any hidden, or fees that need to be paid up front?
- Refund policy?