

# AALHA Assisted Living Consumer Checklist

A move or change is hard on our elderly, so it is important to research a variety of assisted living care homes to find the one that is best suited for your loved one. Once you have narrowed your choices down to a select few, make several visits at different times of the day to observe the care home's staff, residents, and neighborhood. Use this checklist as a guide to ask detailed questions. Let other family members or friends make their own observations and then compare notes. Finally, don't hesitate to ask for personal and professional references.

## **Staff**

Certification  
Background Checks  
English speaking  
Staff-to-resident ratio  
Friendly, compassionate, helpful  
24-hour caregiver staffing

## **Medical and Health Care**

Personalized care administered with respect  
Type of care provided (bathing, grooming, housekeeping and other activities of daily living)  
Access to medical care  
Access to specialty doctors for behavioral and other issues  
Relationship with hospice, home health agencies, physical therapists, and others  
Works with reputable pharmacy that delivers  
Medications locked  
Rules regarding self-administration of medication  
Care plans, daily logs  
Emergency training  
Frequency of resident's needs assessment

## **Atmosphere**

Warm, family-style, inviting  
Cleanliness of outside and inside property  
Well-designed/easy floor plan  
Personalized bedrooms – residents can bring some furniture  
Wheelchair ramps  
Wide doorways and hallways for wheelchairs and walkers  
Hand rails  
Lighting  
Odor-free  
Adequate heating and cooling system  
Floors are made of non-skid material or firm carpeting  
Friendly, safe neighborhood  
Easy parking for visitors

## **Visitation**

Policy – open door or set hours  
Proximity to where visiting relatives/friends live

## **Safety**

State-licensing requirements met  
Fire drills  
Clearly-marked exits  
Security alarms  
Personal call alarm  
Grab bars in shower and toilet  
Fenced and shaded yard  
Relationship with neighborhood watch groups, police and fire departments

## **Food**

Number of meals per day/week  
Availability of snacks  
Variety of menus  
Special diet  
Set dining times or flexible dining  
Kitchen and dining area  
Assistance with feeding

## **Social Activities**

Calendar of daily activities or planned programs  
Opportunities for social activities outside of the care home  
Family, friends, and volunteers participate in social activities  
Pet policy  
Transportation policy (to beauty parlor, doctor's office, store, etc..)  
Flexibility regarding resident's ability/desire to participate  
Special celebrations, such as birthdays and holidays

## **Cost**

Levels of care provided  
Services provided  
Extra charges to consider  
Options for increased care or services  
Written contract clearly explains services and fees, including admission and discharge provisions  
Refund and transfer policy  
AZ Long Term Care Insurance (ALTC) and other coverage  
Rental insurance

## **Testimonials/References**

AALHA member  
Professional references available  
Personal references available