

Caring Checklist: Assisted Living Community Research

Community Name _____

Online Research

- Is the location close to shops, doctors' offices, a pharmacy, and other important places? Try some of the features on Google Places to explore the neighborhood virtually.
- Is the location convenient for family and friends to visit? Get directions on Google maps or MapQuest to figure out driving distances to and from the community.
- If the facility is not in your town, are there hotels nearby for when you visit the area? Try tripadvisor.com to search for area hotels.
- Is the neighborhood generally considered safe, or is there a high crime rate? CrimeReports, Trulia, and NeighborhoodScout have tools to help you evaluate neighborhood safety and crime rate.
- What are others saying about this provider in Caring.com reviews?
- Can you find any information about the provider through the Better Business Bureau or your local Area Agency on Aging?

Phone research

- What types of payment are accepted, and/or does the community have programs to help residents afford care?
- If there are any negative online reviews about the community, what is their response or explanation?
- When do they offer tours, and how long do tours last?
- What will they show you when you tour -- will you have a chance to try the meals or meet with residents?