Assisted Living Community Follow-up Checklist

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?