

Is there a parking fee for residents? Yes No for visitors Yes No

Does the residence offer worship services? Yes No

Is transportation to worship services provided? Yes No

What are the entrance fee(s)?

What is the monthly rent? _____

What is the security deposit?

Are deposits refundable? Yes No

Are utilities included? Yes No

Which ones? _____

Is telephone included? Yes No Long distance? Yes No

How are rate increases or late payments handled?

Does the contract cover transfer and discharge policies? Yes No

Who makes a transfer or discharge decision? _____

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

Is the living area held if the resident is in the hospital? Yes No

For what cost? _____

Can you have a pet? Yes No

Can you have personal furniture? Yes No

Does the contract deny your right to bring legal action against the residence for injury, negligence, or other cause? Yes No

Can you come and go at will? Yes No

Can personal visitors come and go at will? Yes No



The power to make it better.™

601 E Street, NW
Washington, DC 20049
www.aarp.org

©2003, 2004 AARP. Reprinting by permission only.

caring
for those
you care about

Assisted Living: Asking the Right Questions

If you have decided that an assisted living residence is the right choice for you or someone you care for, this checklist will help you choose the right residence to meet your needs. If you are still trying to decide whether an assisted living residence is the right choice or are trying to find a list of residences to choose from, you may want to read AARP's Tip Sheet titled "Assisted Living: Weighing the Options." Make a copy of this checklist for each of the residences you are considering. It may make comparing the residences a little easier.

The Call

Once you have a list of residences to visit, make a telephone call to each one. Think about what is important in a new home for you, things such as location, size, and types of services. Remember that the person you speak with will most likely be a marketing or sales representative whose job is to promote the residence. Using the checklist on this Tip Sheet can help narrow down the list of residences to visit.

The Checklist

The following checklist will help you compare residences. Choosing a quality assisted living residence can be a challenge. Remember that it can be expensive and is a long-term major life decision. If you are looking for yourself, try not to make the visits and decisions alone. Talk with family members and friends. Learning as much as you can about assisted living and each of the residences you are considering is the best way to gain the confidence you will need to be comfortable that you are making the best choice.

The Visit

Take your checklist and any questions you noted when reviewing the residences materials so you can ask the staff about them during your visit. As you meet with staff and tour a residence, pay close attention to how you feel and what is going on around you. Spend time with the staff and residents; ask them what they like and dislike about the residence. It is a good idea to make more than one visit; an unscheduled visit on a weekend or in the evening might be very helpful in your decision making.



Assisted Living: Asking the Right Questions

Residence Name:

Check: **First Visit** **Second Visit** **Date(s) Visited:**

Morning **Afternoon** **Evening**

Circle: **Mon** **Tue** **Wed** **Thu** **Fri** **Sat** **Sun**

You may want to attach the residence's rate sheet for easier comparison.

The Call:

How many living units are in the residence?

Where is the residence located? _____

Are different size and types of units available? **Yes** **No**

Do any units have kitchens or kitchenettes? **Yes** **No**

Are all the rooms private? **Yes** **No**

Are bathrooms private? **Yes** **No**

Does the residence offer special care units, such as those serving people with Alzheimer's disease? **Yes** **No**

Is a contract available that details all fees, services, and admission and discharge policies? **Yes** **No**

Is there a written care plan for each resident? **Yes** **No**

What role does the resident have in developing the care plan? _____

Are additional services available on the same campus if a resident's needs change? **Yes** **No**

Can residents choose their own doctors, therapists, or pharmacies? **Yes** **No**

How does the residence bill for services?

What if a resident runs out of money? _____

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

The Visit:

Is the residence clean? **Yes** **No**

Is the residence cheerful? **Yes** **No**

Do you feel good about the residence? **Yes** **No**

Are stairs and hallways well lit? **Yes** **No**

Are exits well marked? **Yes** **No**

Do rooms and bathrooms have handrails and call buttons? **Yes** **No**

Are there safety locks on the doors and windows? **Yes** **No**

Are there security and fire safety systems? **Yes** **No**

Is there an emergency generator or alternate power source? **Yes** **No**

Is the floor plan logical and easy to follow? **Yes** **No**

Are rooms large enough for a resident's needs? **Yes** **No**

Are there kitchens or kitchenettes? **Yes** **No**

Are there enough common areas, such as dens and living rooms? **Yes** **No**

What special services are available?

Circle all that apply: bank café beauty salon other (make notes below)

The Contract:

Is the contract easy to read? **Yes** **No**

Do you understand everything in it? **Yes** **No**

Are specific services provided by the residence? **Yes** **No**

Does the contract include all of the services you are looking for? **Yes** **No**

How frequently are services provided? _____

What do additional services cost?

Are health care services included? **Yes** **No**

Which ones? _____

When and where are meals served? _____

Are all meals served 7 days a week? **Yes** **No**

Does the contract address levels of care? **Yes** **No**

How many levels? _____

Who determines level of care? _____

Are there services for each level? **Yes** **No**

Are linens/laundry provided? **Yes** **No**

Are transportation services provided? **Yes** **No**