

Community Checklist

Use this checklist when touring an Assisted Living, Memory Care, or Board and Care to help find the best fit.



Atmosphere

- Is the community attractive and homelike?
- Do the staff members call residents by name and interact warmly with them?
- Do residents socialize with each other and appear happy and comfortable?
- Are you able to talk with residents about how they like the community and staff?
- Do the residents seem to be appropriate housemates for you or your loved one?

Physical Features

- Is the community clean, free of odors, and appropriately heated/cooled?
- If the community provides dementia care, does it have a means of security if a resident wanders?
- If desired, are furnishings provided?
- Do all units have a telephone and cable?
- Is a kitchen area/unit provided with a refrigerator, sink and cooking element?
- May residents smoke in their units or in public spaces?

Contracts, Costs and Contracts

- Have you reviewed the agreement that discloses services, entrance and care fees, and admission provisions?
- Have you received a written copy of what is included in the monthly fee?
- Is there a procedure to pay for additional services when the services are needed on a temporary basis?
- Have you been informed of what happens when a resident's needs change?
- Have you been informed of the costs for various levels or care services?
- Have you been informed of the circumstances under which fees might change?
- Have you been informed on the yearly rent increase?
- Have you been informed of the circumstances under which a contract may be terminated and refunded?
- Have you been informed of what happens if you are in a hospital or skilled nursing facility for more than a month?
- Are there fees to provide transportation to doctors' offices, the hairdresser, shopping, and other activities desired by residents?

Medication & Health Care

- Have you been informed of the policy regarding medication storage and assistance with medication administration?
- Have you been informed of the number of hours of medication training staff receive?
- Are staff available to assist residents who experience memory, orientation, or judgment losses?
- Have you been informed of the procedure for responding to a resident's medical emergency?
- Have you been informed of any medical services available and how these services are provided (mobile doctors, in-house PT/OT, hospice)?
- Is there an RN or LVN on site?

Staff

- Did you receive a warm greeting from staff welcoming you to the community?
- Have you been given information on staff training and qualifications?
- How often does staff do continuing education?
- Is staff awake and available at night?
- Have you been informed of the typical resident to caregiver ratio during the day and night?
- Have you been informed on the average call light response time?
- Is the community fully staffed or is there registry help coming in?
- How long has the executive director been running the community?

Food Service

- Are meals provided at a time that works for you or your loved one?
- Is there all day dining or specify hours?
- May a resident request special foods for dietary restrictions?
- May residents eat meals in their units?

Make Sure You ...

- Go to the California Department of Social Services to stay up to date on current community citations <https://www.cclld.dss.ca.gov/carefacilitysearch/>