

OKALA Consumer Checklist for Choosing an Assisted Living

Atmosphere

- As you arrive at the residence, do you like its location and appearance?
- Did you receive a warm greeting from staff welcoming you to the residence?
- Does the staff call residents by name and interact warmly with them ?
- Do residents socialize with each other and appear happy and comfortable?
- Are the staff members that you pass during your tour friendly to you?

Physical Features

- Is the community well-designed for resident's needs?
- Is the floor plan easy to follow?
- Are doorways, hallways and rooms accommodating to wheelchairs and walkers?
- Are hand rails available to aid in walking?
- Are cupboards and shelves easy to reach?
- Are floors of a non-skid material and carpets firm to ease walking?
- Is the residence clean, free of odors and appropriately heated/cooled?
- Does the residence have a means of security if a resident wanders?

Paperwork

- Is a contractual agreement available to include accommodations, personal care, health care and supportive services?
- Are there different costs for various levels or categories of services?
- Is staff available to meet scheduled and unscheduled needs?

Social and Recreational Activities

- Is there evidence of an organized activities program, such as a posted daily schedule, events in progress, reading materials, visitors, etc.?
- Are residents' pets allowed in the residence?

Medication Management

- Does the residence have specific policies regarding medication?
- Is self-administration of medication allowed?
- Does the residence have a clearly stated procedure for medical emergencies?

Services

- Is staff available to provide 24-hour assistance with activities of daily living (ADLs) if needed?
- Does the residence provide transportation to doctors' offices, the hairdresser, shopping and other activities desired by residents and on fairly short notice?
- Are pharmacy, barber/beautician and/or physical therapy services on-site?

Individual Unit Features

- Do dining room menus vary from day to day and meal to meal?
- Are residents able to bring their own furnishings and what is provided?
- Do all units have a telephone and cable TV and how is billing handled?
- May residents keep food in their units?
- May residents decorate their own units?

Food Service

Are snacks available?

May a resident request special foods?

Are there set times for meals?

*****A full consumer checklist for choosing an Assisted Living is available at www.ALFA.org**