

## Making the Right Choice for an Assisted Living Community

- When you drive up for the first time is the community well kept?
- Is the parking lot clean and well lit?
- Is the landscaping kept up?
- When you walk through the door for the first time, is the home odor free?
- Is the receptionist or greeter pleasant, and community accommodating?
- Are the residents dressed, groomed, and clean looking?
- Are the hallways, and general community clean, uncluttered, and well-maintained?
- Is the staff friendly with residents? Do they know the residents by name?
- Is there a full-time activities director?
- Are there ongoing activities? Is there a charge for activities?
- How often are there outings? On average, how many residents participate?
- Is there free transportation provided for doctor visits, shopping, and banking?
- Is there a licensed nurse on staff?
- Are the staff members and supportive staff members, nurses, and caregivers cheerful and helpful in answering your questions?
- Does the community have in-house physician visits, pharmacy service, and rehab and laboratory services?
- Are there three meals a day and snacks included in the monthly rate?
- Are the meals appetizing, nutritious, and served on time?
- What utilities are included in the monthly rent?
- Does the monthly rent include any extra services such as weekly apartment cleaning, weekly laundering of bath and bed linens, or a complimentary personal laundry facility?
- Was the Executive Director available to meet with you?
- Were you able to take a tour and ask questions right away?
- Did you feel like the staff cared about your loved ones needs and personal story.

### Notes:

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