



## **CONSUMER CHECKLIST for evaluating Elder Care facilities\***

### Before You Visit (Calling the Facility)

1. How many units do you have? Sizes? Types? Prices?
2. Are they all private — or semi-private?
3. Apartment with or without kitchen (cooking ability)?
4. Special unit for dementia? Locked Unit? Wander Guard?
5. What condition may cause a resident to be discharged?
6. Medication supervision?
7. Can you send me a copy of your contract? Handbook? Rules?
8. Is there a written care plan for each resident?
9. Transportation? How far? Where to?
10. Trips? Recreation?
11. What if the resident's money is exhausted?
12. Where do you transfer such residents if the money does run out?

### When You Visit the Facility

1. How does the facility smell?
2. How does the facility look?
3. Does it seem friendly, helpful, courteous? Ask questions and see!
4. Is there ample security?
5. Is there evidence of attention to safety? (call bells; fire drills; lack of clutter)
6. Is there evidence of staff longevity (vs. too much turnover?)
7. Are rooms large enough to accommodate resident belongings?
8. Are there common areas? How is the use regulated of these areas?
9. How are disputes between residents handled?
10. Are there on-campus services like banking, hairdresser/barber, cafe or coffee stations, medical suite, etc.?

## Explore the Contract Itself

1. What is included in the Contract? (Handbook, Resident Rules and Responsibilities, etc.?)
2. Is the Contract clear and easy to read/understand?
3. Does the Contract specify what services are included in the daily/monthly rate and what services will be billed as "extra"?
4. Do the services provided, and frequency they are offered, meet the Elder's needs?
5. Are there "levels of care" within the facility? Does the contract specify coverage and costs for each level?
6. What health care services are provided and how often?
7. Is the resident free to obtain their own physician, or must a "house physician be used?
8. Are there ancillary medical services provided/available? (Like OT, PT, Speech Therapy, Foot and Dental care, etc.)
9. When and how often are meals and/or snacks served?
10. Is laundry and housekeeping services provided? How often?
11. Can the resident have their own car? Is a parking space provided? 12. Are the spiritual needs of residents provided for within the facility?
13. Are all fees (monthly, weekly, etc.) covered and specified within the contract? 14. Are utilities included?
15. Phone services, including long distance — or how is this billed out?
16. How are transfers and discharges determined? Is the policy included (or available) in the contract?
17. Will the facility "hold the bed" for the resident if transferred to the hospital? For how long, and at what cost? (Is there a reduction in cost?)
18. How much notice is given if a resident is asked to leave?
19. How much notice is given for increases in costs?
20. How does a resident give notice if they choose to leave?
21. Is there a list of Resident Rights included in the contract?
22. Can the resident have pets?
23. Can the resident have their own furniture? Bed?
24. Is there a mandatory arbitration clause in the contract?
25. Are residents able to come and go as they please? How do they access the building "after hours"?
26. Is there a provision in the contract for evacuating the resident room after the resident has passed away? How long does the family have to do that?

\* This checklist is adapted from the AARP website.