



Assisted Living Checklist

FIRST IMPRESSIONS

First Impressions of a long term care, assisted living facility are an extremely important factor in choosing the ideal living situation.

- Do you like the facility's location and outward appearance?
- Is the facility convenient for frequent visits by family and friends?
- Is the facility near a shopping complex?
- Can the resident access a medical complex easily?
- Is public transportation available/accessible?
- Are you welcomed with a warm greeting from the staff?
- Does the staff address residents by their names and interact with them during your visits?
- Do you notice the residents socializing with each other and do they appear content?
- Can you talk with residents about how they like living there and about the staff?
- Is the staff appropriately dressed, friendly and outgoing?
- Do the staff members treat each other in a professional manner?
- Are visits with the residents encouraged and welcomed at any time?
- What percentage of the units have been rented and are currently occupied?
- Is there a waiting list? If so, how long do they estimate it will take to be admitted?

LIVING AREAS & ACCOMMODATIONS

Living Area and Accommodations are extremely important factors in an assisted living facility's long term potential for your loved one or yourself.

- Is the floor plan well designed and easy to follow?
- Are doorways, hallways and rooms accommodating to wheelchairs and walkers?
- Are elevators available for those unable to use stairways?
- Does the residence have good lighting, sprinklers and clearly marked exits?
- Is the residence clean, free of odors and appropriately heated/cooled?
- Are the common areas in general attractive, comfortable and clean?
- Is there an outside courtyard or patio for residents and visits? Can they garden?
- Is there an emergency evacuation plan?
- Are there different sizes and types of units available with optional floor plans?
- Does residence have furnished/unfurnished rooms? What is provided or what can I bring?
- May residents decorate their own rooms?
- Is a 24-hour emergency response system accessible in the unit?

The Village at Gordon House

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- Are bathrooms private with handicapped accommodations for wheelchairs and walkers?
- Do all units have a telephone and cable TV and how is billing handled?
- May residents smoke in their units?

MOVING IN, CONTRACTS, & FINANCES

Don't forget to ask about the details, and make sure you understand exactly what is included in the care provided.

- What is involved with the moving in/moving out process? How is the initial needs assessment done?
- Does the assessment process include the resident, family, and facility staff?
- Is there a written plan for the care of each resident and is there an ongoing process assessing a resident's need for services? If so, how often are those needs evaluated?
- Will your room be held for you should you require a hospital home stay?
- Is there a written statement available of the resident rights and responsibilities?
- How much is the monthly fee?
- What are the specific costs for various levels or categories of services?
- Are residents required to purchase renters' insurance for personal property in their rooms?

HEALTH / PERSONAL CARE / SERVICES

- Are there professional nursing services on site?
- Is staff available to provide 24-hour assistance with activities of daily living (ADLs) if needed? (ADLs include dressing, eating, mobility, hygiene, grooming (bathing, toileting, incontinence.)
- What is the staff to resident ratio?
- How are medical emergencies handled? Does the residence have a clearly stated procedure for responding to medical emergencies?
- Does staff supervise/assist a resident in taking medicine? May residents take own medications?
- Does the residence's pharmacy provide delivery, consultation, and review of medications?
- Does staff assist in making arrangements to have medical care or to what extent is medical care available?
- Are physical, occupational, or speech therapy services available?
- Are wellness programs available?
- Are housekeeping and linen services included in the fees?
- Does the residence provide transportation to doctors' offices, and other activities



desired by residents?

- Are barber/beautician services offered on-site?

SOCIAL AND RECREATIONAL

- What kinds of group/individual recreational activities are offered and who schedules them?
- Is there an organized activities program with a posted daily schedule of events?
- Do volunteers and family members come into the residence to participate/conduct programs?
- Does the facility schedule trips or go to other events off premises?
- Do residents participate in activities outside of the residence?
- Are there supplies for social activities/hobbies (games, cards, crafts)?
- Are religious services held on the premises or arrangements made for nearby services?
- Does the residence create a sense of community by allowing residents to participate in certain activities or perform simple chores for the group as a whole?

STAFF

- What are the residence's practices and philosophy regarding staffing?
- What are the hiring procedures and requirements for eligibility? Are criminal background checks, references, and certifications required?
- Is there a staff training program in place and what does it entail?
- Is staff courteous to residents and to each other? Are requests for assistance timely?
- Is the administrator or appropriate staff person generally available to answer questions or discuss problems, and would you be comfortable dealing with them on a daily basis?
- What is the staff to resident ratio?
- What is the staff retention/turnover rate?
- The Village at Gordon House staff years of service:
 - Thomas May Jr., Administrator 28 years
 - Barbara Miller, Director of Resident Care 26 years
 - Roberta Smith, Certified Nursing Assistant 26 years
 - Lillian Shumake, Cook 25 years
 - Linda Lewis Dietary Aide 21 years

FOOD

- Does the residence provide three nutritionally balanced meals a day, seven days



- per week and how does the menu vary from meal to meal?
- What about special diets?
 - May residents request special foods?
 - Are common dining areas available and when are residents allowed to eat meals in their rooms?
 - Does the dining room environment encourage residents to relax, socialize, and enjoy food?
 - Are meals provided only at set times or is there some flexibility? Are snacks available?
 - How many meals are included in the fee? If a resident becomes ill, is tray service available?
 - Can residents have guests dine with them for an additional fee? Is there a private room for special events and occasions if desired?

LICENSURE AND CERTIFICATION

- Does the residence have a license/certification and is it displayed?
- If the state requires the administrator to be licensed/certified, does she/he have a license/certification?
- Is the facility a member of a trade or professional association?
- What reputation does the facility have in the community? How long has it been in business?

Secure Alzheimer's / Dementia Unit Checklist

- What is the best noise level?** A low noise level is best for Alzheimer's/Dementia residents because their senses are easily overloaded.
- Is the Alzheimer's/Dementia unit physically separate from the rest of the facility?** These residents have different needs and greatly benefit from an environment that best suit their needs.
- Have adequate measures been taken to ensure that wanderers cannot leave the unit or the facility undetected?** Are exit doors locked or do residents wear alarm-activating bracelets? If exit doors are locked, are adequate procedures in place to allow for an orderly evacuation in case of an emergency?
- Is the unit small and home-like, or large and institutional?** Smaller homelike units are preferable. Residents with Alzheimer's/Dementia become easily confused in institutional settings where everything looks the same.
- Is light used as a cue to help residents know the time of day?** Bright lights should be used during daylight and low lights at night.
- Are visual cues used to help residents orient themselves?** Cues include color. Patterns can confuse people with Alzheimer's/Dementia, so color schemes should be soothing and simple. Signs or boards can help orient residents by including information indicating the daily schedule and the season.
- Memory Boxes:** These containers display old photos and mementos to help residents identify their rooms. Alzheimer's and Dementia often impair short-term memory but leave long term memory intact. Residents may not recognize themselves in the mirror but would recognize photos of themselves in their youth.
- Large Clocks.** These help resident orient themselves to the time of day.
- What is the staff to resident ratios?** Is there sufficient staff available at all times to meet the needs of the resident? Alzheimer's/Dementia Units should be staffed at a high ratio.
- What is the difference in training for staff on the Alzheimer's/Dementia Unit?** Is there someone on staff who is able to provide the specialized training? How many hours of continuing education has staff received throughout the year?
- How do services in the Alzheimer's/Dementia Unit differ from services in the rest of the facility?** What special services are provided for residents with Alzheimer's/ Dementia?
- How does the facility insure that residents get proper nutrition?** Are finger foods available? Are decaffeinated beverages available throughout the day? Are snacks available at anytime? Are there flexible meal times?
- Does the staff react appropriately to behavioral issues?** Examples: tearful, combative, accusatory, asking repetitive questions – whatever behavior your loved one tends to exhibit.
- What is the facility's policy on restraints, both chemical and physical?**



- ❑ **If a family member desires a semi private room for their loved one does the facility take into account the roommates' habits or mannerisms that would be difficult for the prospective resident to handle?** Examples: staying up late at night, yelling, going through personal possessions of theirs. What does the facility do when problems such as these arise?
- ❑ **Are smaller, separate rooms designated for activities, as opposed to large communal spaces?** Residents can become disoriented in big rooms with multiple activities.
- ❑ **What activities are arranged for residents with memory impairment?**
- ❑ **Are residents encouraged to remain continent?** Are they reminded to use the bathroom? Is a regular schedule in place?

**Have your own question?
Our team of friendly, knowledgeable staff is here for you!
Please contact us or schedule a visit.**