

Evaluating a Facility (short form)

1. Observe the environment (how does it look, smell, make you feel, etc.)
2. What types of rooms, apartments, etc. are available?
3. What are the base rates and are there additional charges?
4. Staff-to-resident ratio
5. Are there caregivers awake at night?
6. Visit during an activity or a meal – how does it make you feel?
7. Pay attention to the way that the staff interacts with the residents, and how the residents interact with the staff.
8. Review security and safety questions
9. Ask about support with personal care; medical, ADLs, medications, etc.
10. Do they provide any specialized care? Dementia, diabetes, dialysis, Alzheimer's, etc.
11. Get feedback from residents and their families (if possible)
12. Ask about move-out criteria
13. What is their discharge policy?
14. Can they accommodate someone through end-of-life?
15. What kind of initial assessment do they perform prior to admission?
16. Get a copy of their contract that includes the base rate and any potential additional expenses
17. View their public posting board!
18. Look at their menu and activities calendar.
19. Trust your instincts!

Show up unannounced, but try to be gracious about your choice of time. In a smaller setting, it can be challenging to answer your questions during meals as the caregiver may be trying to cook and serve at the same time. Try to be respectful of this when you are visiting places like Adult Foster Homes.

You can schedule an appointment as well, but it is important for you to see how things are operated when you are not expected.