

Always
BEST CARE
SENIOR SERVICES

1-888-430-CARE
www.abc-seniors.com

Always Best Care's "ABC's" of ensuring you and your loved one are happy with your choice in an Assisted Living Facility.

Use this handy checklist to ask the right questions and to evaluate your impressions.

- As you arrive at the residence, do you like its location and outward appearance?
- Is the décor attractive and homelike?
- Are visits with the resident welcome at any time?
- Are the staff members friendly to you?
- Did you receive a warm greeting from staff welcoming you to the residence?
- Are staff appropriately dressed, personable, and outgoing?
- Do residents appear happy and comfortable?
- Do residents seem to be appropriate house-mates?
- Are doorways, hallways, and rooms accommodating to wheelchairs and walkers?
- Is the residence clean, free of odors, and appropriately heated/cooled?
- If your loved one wanders, does the residence have a means of security?
- When and how may you terminate the contract?
- What are the policies for refunds?
- What services are part of the monthly rent?
- What services would be additional cost?
- Can the residence provide a list of services available?
- Is staff available to meet scheduled and unscheduled needs?
- Is staff available to provide 24-hour assistance with activities of daily living if needed?
- Does the resident have to sleep through the night, or does the facility have awake staff?
- Does the residence provide transportation to doctors appointments, hairdresser? Is there a fee?
- Are residents able to bring their own furnishings if they choose?
- May residents keep food in their room?
- Is there a designated smoking area?
- Is there evidence of an organized activities program?
- Do residents participate in activities outside of the facility?
- Does the residence have/allow pets?
- Does the residence have children or other family members that live on the property?
- Does the residence provide special diets if needed?