

# ASSISTED LIVING COMMUNITY EVALUATION FORM



Name of Community: \_\_\_\_\_

Date Visited: \_\_\_\_\_

1 Poor---Excellent 5

## The Building & Surroundings

What is your first impression of the community?	1	2	3	4	5
What is the condition of the facility's exterior paint, gutters and trim?	1	2	3	4	5
Are the grounds pleasant and well kept?	1	2	3	4	5
Do you like the view from residents' rooms and other windows?	1	2	3	4	5
Do residents with Alzheimer's disease live in a separate memory care unit?	1	2	3	4	5
Does the community provide adequate outdoor area?	1	2	3	4	5
Is there a secure area where a resident with Alzheimer's disease can safely be outside?	1	2	3	4	5
As you enter the lobby and tour the residence, is the décor attractive and homelike?	1	2	3	4	5
Are different sizes and types of units available?	1	2	3	4	5
Are units for single and double occupancy available?	1	2	3	4	5
Do units have lockable doors?	1	2	3	4	5
Does your loved one smoke? Is there a designated area for smokers?	1	2	3	4	5
What is your impression of general cleanliness throughout the facility?	1	2	3	4	5
Is the residence clean, free of odors, and comfortably heated/cooled?	1	2	3	4	5
Is there enough space in resident rooms and common areas for the number of residents?	1	2	3	4	5
How spacious and noisy are hallways and common areas?	1	2	3	4	5
Is the dining area clean and pleasant?	1	2	3	4	5
Is there room at and between tables for both residents and staff for those who need assistance with meals?	1	2	3	4	5

## The Staff, Policies and Practices

Do staff know residents by name and speak to them in a pleasant, friendly way?	1	2	3	4	5
Did you receive a warm greeting from staff welcoming you to the residence?	1	2	3	4	5
Do staff and residents communicate with cheerful, respectful attitudes?	1	2	3	4	5
Do staff and administration seem to work well with each other in a spirit of cooperation?	1	2	3	4	5
Is staff personable and friendly?	1	2	3	4	5
Is trained staff available to assist residents who experience memory, orientation or judgment losses? How are they trained?	1	2	3	4	5
How good is the facility's record for employee retention?	1	2	3	4	5
Is staff available to provide 24-hour-a-day assistance with activities of daily living (ADLs) if needed? ADLs include dressing; eating; mobility; hygiene and grooming; bathing; toileting; using the telephone; shopping; and laundry.	1	2	3	4	5
How do they coordinate visits from the physician, nurse, hospice, physical therapist, occupational therapist, and others?	1	2	3	4	5
Are there any current deficiencies on record? How about on the health inspection?	1	2	3	4	5
When may a contract/resident agreement be terminated and what are the refund policies?	1	2	3	4	5
How likely is an increase in monthly rent?	1	2	3	4	5
Are there any additional charges not included in the monthly rate?	1	2	3	4	5
Are there different costs for various levels or categories of service?	1	2	3	4	5
How are they determined?	1	2	3	4	5
Are additional services available if the residents' needs change?	1	2	3	4	5
What are the policies regarding storage of medication, assistance with medication, training and supervision of staff?	1	2	3	4	5
Is self-administration of medications allowed? Can medication be kept in the resident's room? How is it monitored?	1	2	3	4	5

## Residents' Concerns

Would residents be appropriate neighbors for you or your loved one?	1	2	3	4	5
What is a typical day like?	1	2	3	4	5
Can residents choose what time to go to bed and wake up?	1	2	3	4	5
Are meaningful activities available that are appropriate for residents?	1	2	3	4	5
If activities are in progress, what is the level of resident participation?	1	2	3	4	5
Can residents continue to participate in interests like gardening or contact with pets?	1	2	3	4	5
Are there special programs for those with memory loss?	1	2	3	4	5
Does the community provide transportation for community outings and activities?	1	2	3	4	5
Is a van or bus with wheelchair access available?	1	2	3	4	5
Can residents arrange for transportation on fairly short notice?	1	2	3	4	5
Are pharmacy, barber/beautician and/or physical therapy services offered on site?	1	2	3	4	5
Is there a process to identify and address residents' needs?	1	2	3	4	5
How do residents get their clothes laundered?	1	2	3	4	5
Are meals appetizing and served promptly at mealtime?	1	2	3	4	5
Can residents dine when they want, or only at certain times?	1	2	3	4	5
Can residents have alcoholic beverages?	1	2	3	4	5
Are snacks available between meals?	1	2	3	4	5
May residents eat meals in their units? Is there an additional charge?	1	2	3	4	5
Is a 24-hour-a-day emergency response system available in the unit?	1	2	3	4	5
When alerted, how long does it take for a staff member to respond?	1	2	3	4	5
What is the procedure for responding to a resident's medical emergency?	1	2	3	4	5
Does this process include residents, their families and residence staff along with the residents' physicians?	1	2	3	4	5
How does a resident with problems voice a complaint?	1	2	3	4	5
Are pets allowed in the building? Who is responsible for their care?	1	2	3	4	5





