

- ☐ Are services available to assist residents who experience memory or orientation losses?
- ☐ Does the residence have a clearly stated procedure for responding to a medical emergency?

Needs Assessments, Contracts, & Finances

- ☐ When may a contract be terminated and what are the refund policies?
- ☐ Are additional services available if the resident's needs change? What are the fees?
- ☐ Is there a procedure to pay for additional services if they are needed on a temporary basis?
- ☐ Do billing and payment policies seem fair and reasonable?

Individual Unit Features

- ☐ Are different sizes and types of suites available?
- ☐ Do residents have their own lockable doors?
- ☐ Is a 24-hour emergency response system accessible in each room?
- ☐ Are bathrooms private, with handicapped accommodations for wheelchairs and walkers?
- ☐ Is heating individually controlled in the suite? Is there air-conditioning?
- ☐ Are residents able to bring their own furnishings and what may they bring?
- ☐ Do all suites have a telephone and cable TV, and how is billing handled?
- ☐ Is a kitchen area provided with a refrigerator, sink and cooking appliance?
- ☐ Are there accommodations to facilitate family visits?

Social & Recreational Activities

- ☐ Is there evidence of an organized activities program, such as a posted daily schedule, events in progress, reading materials, visitors, etc.?
- ☐ Do residents participate in activities outside of the residence in the neighboring community?
- ☐ Do volunteers come into the residence to help with or conduct programs?
- ☐ Are family members welcome to participate in activities and events?
- ☐ How are resident needs and desires for privacy accommodated in the recreational program?
- ☐ Are residents' pets allowed in the residence? Who is responsible for their care?

Food Service

- ☐ Does the residence provide three nutritionally balanced meals a day?
- ☐ Is the menu varied and interesting? May a resident request special foods?
- ☐ Are snacks available?
- ☐ Are the dining facilities pleasant, clean, and well maintained?
- ☐ Are private dining areas available?
- ☐ How are special nutritional needs accommodated?
- ☐ May residents eat meals in their suites? Is tray service available?
- ☐ Are Food Services staff pleasant and well trained? How is the service?
- ☐ How are meals scheduled? Is there flexibility?
- ☐ Are family meals and guests easily accommodated? What are the charges?