

How to Choose a Personal Care Community

Selecting a long-term care community from the wide range of available choices can be overwhelming. Although a crisis may necessitate an immediate choice, it is best to take the time to make an informed choice after gathering as much information as you can. Make several visits to learn about services, philosophy of care and costs of all the personal care communities you are considering.

Please take this information with you when visiting other communities. Answers to the following questions can help assure the community you choose will be of the highest quality for your family member.

AltaVita
Memory
Care

ATMOSPHERE

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • Do you like the community's location and appearance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is the décor attractive and home-like? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Do staff members call residents by name and interact warmly with residents? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PHYSICAL FEATURES

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| • Are doorways, hallways, and rooms wide enough to accommodate wheelchairs and walkers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is the community clean, free of odors and appropriately heated and cooled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are handrails and elevators available for ease of movement throughout the building? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are common areas and corridors well lit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

INDIVIDUAL APARTMENT FEATURES

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| • Are single and double occupancy rooms available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are bathrooms private, shared or both? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • May residents bring their own furnishings? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SERVICES

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| • Is staff available 24 hours a day? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does staff assist in arranging transportation for doctor appointments, shopping, and other activities? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are barber/beauty services provided on site? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the community provide access to pharmacy and therapy services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

How to Choose a Personal Care Community -- 2

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FOOD SERVICE

- Are three nutritionally balanced and delicious meals provided each day?
- Are special diets accommodated?
- May residents eat meals in their rooms?

MEDICATION AND HEALTH CARE

- Are there written policies for storage of and assistance with medications, training, and supervision of staff and recordkeeping?
- Is there a nurse on staff to provide health-monitoring services?
- Is a 24-hour emergency response system in place?

SOCIAL AND RECREATIONAL ACTIVITIES

- Is there a written schedule of activities?
- Are community outings planned?
- Do the activities reflect the interests and ability of the residents?
- Does the community conduct a social history on your family member to tailor programs to their interests?

NEEDS ASSESSMENTS

- Is there a written service plan for each resident?
- Is there a process for periodically assessing resident needs that includes the resident, family and staff?
- Are additional services available if the residents need change?

CONTRACTS

- Is a contract available that includes accommodations, personal care, health care, and supportive services?
- Do billing, payment, and credit policies seem fair and reasonable?

Notes:
