Ross Place
RETIREMENT RESIDENCE

Checklist for Choosing a Retirement Residence

While you are evaluating your options for a Retirement Residence, keep in mind the following important points, and check them off when they meet that particular standard.

Atmosphere

- ☐ As you arrive at the residence, do you like its location and outward appearance?
- ☐ As you enter the lobby and tour the residence, is the decor attractive and homelike?
- ☐ Did you receive a warm greeting from the staff welcoming you to the residence?
- ☐ Do the staff call residents by name and interact warmly with them?
- ☐ Do residents socialize with each other and appear happy and comfortable?
- ☐ Are the staff appropriately dressed, personable and professional?
- ☐ Are the staff members you pass during your tour friendly to you?
- ☐ Are visits with the resident welcome at any time?

Physical Features

- ☐ Is the community well designed for residents' needs? Are there plenty of common areas and features of interest?
- ☐ Does the residence have good natural and artificial lighting?
- ☐ Are there appropriate fire safety features and procedures in place? What about security?
- ☐ Is the residence clean, free of odors, and appropriately heated/cooled?
- ☐ Are hand-rails available to aid in walking and are floors of a non-skid material?
- ☐ Are carpets firm to ease walking?
- ☐ Is parking available for residents who own cars?
- ☐ Does this residence have an emergency power generator?

Services

☐ Can the residence provide a list of services available? Do they offer what you are looking for? Are there extra fees or are the services included?

☐ Are there procedures to communicate and interact with family members?

☐ Does the residence provide housekeeping services in residents' suites?

☐ Are laundry services provided? Can residents do their own personal laundry if they wish?

☐ What provisions are there to attend to spiritual needs and interests?

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?