WHEN SELECTING A RESIDENTIAL CARE HOME

YES	NO	FOUR VITAL QUESTIONS
☐	☐	• **Does the home have a current State license?**
☐	☐	• **Is the Ombudsman's number posted in view of the residents?**
☐	☐	• **Is their bill of rights posted?**
☐	☐	• **Does the home provide special services which the resident needs?**
		A. MEDICAL
☐	☐	• **Is a physician available in an emergency?**
☐	☐	• **Is a physical exam given when needed?**
☐	☐	• **Is regular medical attention assured?**
☐	☐	• **Can residents purchase medicines?**
☐	☐	• **Is the care plan kept up-to-date?**
☐	☐	• **Is resident involved in his or her own care plan?**
		B. HOSPITALIZATION
☐	☐	• **Are arrangements made with a nearby hospital for transfer when necessary?**
☐	☐	• **Is emergency transportation available?**
		C. ACTIVITIES
☐	☐	• **Are individual residents' preferences observed, such as the freedom to attend religious services and holiday celebrations as the resident desires?**
☐	☐	• **Are outside trips arranged?**
☐	☐	• **Are group and individual activities offered?**
☐	☐	• **Is there outside community involvement with the facility, such as volunteers working in the facility?**
		D. FOOD
☐	☐	• **Are meals served at regular times? Is there a variety? Any snacks?**
☐	☐	• **Do residents who need assistance with eating get it?**
☐	☐	• **Are dining room tables convenient for those in wheelchairs?**

F. GROOMING

YES	NO	
☐	☐	• If needed, is assistance with bathing available?
☐	☐	• Are barbers or beauticians available?

F. PHYSICAL CONSIDERATIONS

YES	NO	
☐	☐	• Is the home in a convenient location? Near shopping & family?
☐	☐	• How save is it?
☐	☐	• Are exits, entrances, and hallways convenient for the disabled in wheelchairs or walkers?
☐	☐	• Are there handgrips on tubs, showers, and handgrip railings along the hallway? Do tubs & showers have non-slip surfaces?
☐	☐	• Are fire exits clearly marked?
☐	☐	• Is a written emergency evacuation plan posted?
☐	☐	• Are halls well lighted?
☐	☐	• Are chairs sturdy and not easily tipped?
☐	☐	• Are toilets easy to use for non-ambulatory residents?
☐	☐	• Are there ramps where necessary to assure full access?

G. BEDROOMS

☐	☐	• Are there reading lights, windows, and adequate closets?
☐	☐	• Are there no more than two beds per room?
☐	☐	• Is there wheelchair access for non-ambulatory persons?

H. CLEANLINESS

☐	☐	• Are there clean toilet facilities with no unpleasant odors?
☐	☐	• Is food in kitchen not standing on counter?
☐	☐	• Do kitchen workers observe sanitation rules?
☐	☐	• Are grounds and furniture kept clean?

I. ATTITUDE AND ATMOSPHERE

☐	☐	• Is the general atmosphere warm and pleasant? Do staff members exhibit a courteous, respectful and affectionate attitude?
☐	☐	• Does the administrator answer questions, hear complaints, discuss problems and know residents by name?
☐	☐	• Do residents appear alert?
☐	☐	• Do residents decorate their own rooms?
☐	☐	• Can residents wear clothes of their own choice?
☐	☐	• Do residents communicate freely with each other and staff?

J. OTHER

☐	☐	• Are visiting hours convenient for residents and visitors?
☐	☐	• How are costs covered? Does the home accept SSI?

- **What is the payment schedule: daily, weekly, and monthly?**
- **Are specific services included in the basic charge?**

Contra Costa County, Senior Information and Assistance

925-229-8434 if you are calling from a cell phone.
800-510-2020 if you are calling from Contra Costa County.
925-229-8434 if you are calling from outside the county.
925-335-8730 for a TDD line for hearing impaired.

G./ Information & Assistance, Housing Out of Home Care