MAKING THE CHOICE...

- Visit the facility several times
- Sample the food
- Speak with residents and their families
- Read the Resident Agreement and House Rules
- Request from Licensure the most current Licensing survey

RESIDENT RIGHTS...

- Is your care provided privately?
- Are you allowed to visit with guests privately?
- Do you receive your mail unopened?
- Is the staff responsive to your needs?
- Are you allowed to make your own decisions?
- Are you free of physical and verbal abuse?
- Are you free of chemical and physical restraints?
- Are you allowed to choose your own doctor and pharmacy?
- Are you treated with dignity and respect?

How to contact Ombudsman Services:

State Ombudsman
Senior & Long Term Care/
Department of Public Health and Human Services
PO Box 4210
Helena, MT 59604-4210

Toll Free Numbers:

Citizens Advocate: 1-800-332-2272

Local Ombudsman Program: 1-800-551-3191

All Contacts Are Kept Confidential

Alternative accessible formats of this document will be provided upon request.

If this information has been of value to you, please consider making a tax deductible contribution for the Ombudsman Program to the Montana Aging Services Endowment Fund, PO Box 127, Roundup, MT 59072. Please note "Ombudsman Services" on your gift. Thank You.

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ASSISTED LIVING FACILITY ASSESSMENT CHECK LIST

THE LONG TERM CARE

OMBUDSMAN IS YOUR ADVOCATE

Contact us at:
PO Box 4210
Helena, MT 59604
Telephone:
(406)444-7785
Toll-Free:
1-800-332-2272

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MAKING A CHOICE...

When making the choice to move to an assisted living facility either for yourself or your loved one, there are some things to consider before making the move.

- **First Impressions**
- **Sensory Observations**
- **Making the Choice**
- **Resident Rights**

This pamphlet will assist you in making an informed choice as you or your loved one makes the transition into an assisted living.

At any time during this process you feel that you need more assistance in making the choice, contact the Montana Ombudsman Program for further guidance at 1-800-551-3191

FIRST IMPRESSION...

- Are the residents happy and greet you?
- Is the staff friendly?
- Are the residents engaged in activities that are purposeful and meaningful to them?
- Is there a posted activity calendar?
- Are the rooms shared or private?
- Are the bathrooms shared or private?
- Is the call system accessible and usable for you?
- Are you allowed to furnish your own room?
- Do the units have TV and telephone hook ups?
- Is there a posted menu?
- Does the facility prepare food for special diets?
- Are guests allowed to stay for dinner?
- Is there adequate staffing?
- Are there any religious clauses in the resident agreement or house rules?
- Are there any odors when you walk-through the door?
- Are smoking and pets permitted?
- Are resident rights promoted?
- Is the facility insured?

SENORY OBSERVATION...

Sight

- Are the surroundings homelike?
- Does the atmosphere invite visitors?
- What color are the walls? Are they bright and cheerful or dull and drab?
- Are there activities?
- Are the call lights answered in a timely fashion?

Sound

- Are residents involved in activities that promote conversation?
- Are call lights ringing often and long?
- Is music piped into the corridors? Is it appropriate for residents?
- Do staff speak pleasantly to each other and residents?

Smell

- Is there a strong urine odor or disinfectant odor?
- Is the odor offensive or unpleasant?
- Do residents smell?

Taste

- Is the food good?
- Is it cooked completely through?
- Is hot food hot and cold food cold?
- Is the water fresh?

Feel

- Is the building too hot or too cold?
- Is the atmosphere warm and inviting?

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