

CAMPUS ATMOSPHERE	OUR CAMPUS	FACILITY #1	FACILITY #2
Call lights are answered timely by staff	X		
Clean and free from unpleasant odors	X		
Well kept and clutter free	X		
Free from loud noises and over head pages	X		
Music playing throughout campus	X		
Neighborhood feel	X		
Spacious living rooms with fireplaces	X		
Outdoor spaces are attractive and inviting	X		
Smoke-free environment	X		
Furnishings are attractive, comfortable and inviting	X		
Nurses Stations are centered around resident accommodations	X		
Residents look well cared for; appropriately dressed and well groomed	X		
STAFF			
Positive interaction between resident, staff and family	X		
Staff are warm, polite and respectful	X		
Staff know and greet residents by name; staff warmly greet residents and guests	X		
Staff in uniform, well groomed, name tag	X		
Training and continuing education programs are offered to all staff	X		
Employee recognition celebrations monthly	X		
Licensed nurse on staff 24/7	X		
Consistent staff assignments with residents	X		
Certified caregivers are involved with care planning meetings	X		
Full time social worker on staff	X		
Licensed physician available for emergencies	X		

# planning checklist

## EXPERIENCE OUR CUSTOMER SERVICE DIFFERENCE!



Selecting the right senior living option is important, and that’s why we want you to feel confident in your decision. We encourage you to use this checklist to help you compare the services and amenities offered by the various facilities you visit. *The following may also be used to guide you through the selection process.*

- Visit the campus/facility more than once and at different times.
  - Ask about past state inspections. While there are a number of online resources available, nothing can replace a face-to-face conversation with campus/facility leadership.
  - While physical environment is important, the relationship between staff and residents/ families is the most important factor to consider. Observe these daily interactions during your visit.
- Identify how care will be paid for, and become familiar with the campus/facility payment policies.
  - Are the residents’ personal preferences and individual needs taken into consideration by campus/facility staff?
- At our campus, everything is designed with just one thing in mind—exceeding the expectations of our residents and their families.*

**FEEL FREE TO ASK US ANYTHING DURING YOUR VISIT!**



We understand that choosing the best health campus for your loved one is very important. We hope to assist you with evaluating every aspect of the services, programs and personal care that you and your loved one find important.

SERVICES AVAILABLE	OUR CAMPUS	FACILITY #1	FACILITY #2
Independent Living	✕		
Memory Care	✕		
Assisted Living Community	✕		
Respite Services	✕		
RESIDENT AND FAMILY SATISFACTION			
Family Call program	✕		
Weekend leadership program	✕		
Customer Satisfaction Surveys	✕		
Resident Council			
ASSISTED LIVING SERVICES			
Licensed Nurses in campus 24/7 to provide nursing care	✕		
Medication administration	✕		
Laundry and housekeeping services	✕		
Assistance with daily living activities	✕		
Furnished suites	✕		
Kitchenette with refrigerator and microwave	✕		
Lockable cabinet for valuable possessions	✕		
RESPITE SERVICES AND SHORT-TERM STAYS			
Programs offered 7 days a week	✕		
Licensed care provided	✕		
RESIDENT AND FAMILY ACTIVITIES			
Monthly family events	✕		
Full calendar of events with evening and weekend activities	✕		
Community activity outings	✕		
Residents engaged with activities based on personal preferences	✕		
LifeShare and CommunityShare	✕		

DINING SERVICES	OUR CAMPUS	FACILITY #1	FACILITY #2
Restaurant-style dining with a selective menu allowing for personal care	✕		
Chef-prepared meals	✕		
Open breakfast	✕		
Salad Bar available bi-weekly	✕		
Juice, coffee and fresh fruit available 24 hours a day	✕		
Hand dipped ice cream	✕		
Dining Room appearance is warm and inviting with centerpieces, clean linens and china	✕		
Monthly Sunday Brunch	✕		
Private dining rooms for special events and family gatherings	✕		
Local restaurants featured monthly (Taste of the Town)	✕		
Gas grill available for cookouts	✕		
Room Service free of charge	✕		
Bistro Cafe	✕		
Themed dinners quarterly	✕		
ACCOMMODATIONS			
Suite furnishings are attractive and comfortable	✕		
Private suite accommodations	✕		
Private baths with walk-in shower in private suites	✕		
Individualized temperature control	✕		
Complimentary wireless internet for residents and guests	✕		
Accommodations are warm and inviting with good lighting	✕		
Multi-purpose room	✕		
Computer lab	✕		
Scenic paved walking path	✕		