



Checklist for Choosing a Quality Independent Living Home in B.C.

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Asking the right questions is important when it comes to choosing a new place to call home. Use this simple checklist tool to help select an independent living residence that you can have confidence in.

What to ask

- Can I see a sample menu? (You can request to see a couple of weeks to compare menu trends)
- What types of activities are available for residents?
- How can residents share feedback?
- What will I receive to prepare for move-in day?
- What will happen if I need more support after I move?
- What will the move-out process look like?
- What security measures are in place?
- How is cleanliness maintained?

What you should look for

- Meals should feature quality food, involve limited repetition, and have multiple daily menu choices. If you have special dietary requirements, ensure they can be accommodated.
- There should be regular activities scheduled which take place at various dates and times. Information about external community events should be made available to residents.
- There should be regular opportunities for resident feedback in areas such as food, recreation, and maintenance, such as comment boxes, resident councils, and surveys.
- Before moving in, residents should receive a thorough set of policies or protocols in areas such as inspections, payments, repairs/maintenance, smoking, pets, resident conduct and parking. This may take the form of a resident handbook.
- The operator should be able to confirm what type of support they can offer to residents, under what circumstances a resident would be required to move elsewhere, and prices for a-la-carte support services (if additional services are provided).
- There should be a written process in place regarding the move-out process, including areas such as inspections, notice required, deposit returns and removal of belongings.
- Here are some points to consider:
 - How are main entrances secured?
 - Is there an optional check-in process for resident safety?
 - Are there emergency assistance procedures in place?
- There should be established cleaning practices in areas such as laundry/housekeeping, food services, and surfaces.

What to ask

- How do you prepare for an emergency?
- How are employees appropriately screened during the hiring process?
- How is my personal information kept secure?
- What if I have a complaint?

What you should look for

Here are some points to consider:

- An emergency preparedness plan should be in place
- All staff and residents should be familiarized with emergency procedures at time of onboarding/move-in
- Residents should be reminded of emergency protocols at least twice a year, and regular fire drills should take place
- Fire alarms should be tested monthly

All employees should receive criminal background checks and have their references checked before being hired.

Here are some points to consider:

- Your personal information should never be shared without your documented consent
- All information should be kept securely (e.g., lock and key)
- The organization should have privacy training for staff
- The organization should have a process for responding to a privacy breach, should one ever occur

A process should be in place that is easily available to residents.

Ask if an Operator is **ASSURITY APPROVED**



Choosing an independent living provider is not an easy decision. Through Assurity, Route 65 makes it easier to pick a provider that upholds industry standards.

An Assurity certification means that a provider has been verified as having practices in place in areas that matter most to seniors and those who support them, such as privacy, safety, client or resident onboarding, emergency preparedness, employee safety and client satisfaction, so that you can select a provider with confidence.

You can find a full list of Assurity certified operators on Route65.ca/assurity

