# Route 65

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

**Brought to you by Route65.ca, B.C.'s best seniors living, wellness & care directory.**

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

| What to ask | What you should look for |
|---|---|
| ◯ Can I see a sample menu? (You can request to see a couple of weeks to compare menu trends) | 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. |
| ◯ What types of activities are available for residents? | 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. |
| ◯ How can residents share feedback? | There should be regular opportunities for resident feedback in areas such as food, recreation, and maintenance, such as comment boxes, resident councils, and surveys. |
| ◯ What will I receive to prepare for move-in day? | 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. |
| ◯ What will happen if I need more support after I move? | 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). |
| ◯ What will the move-out process look like? | 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. |
| ◯ What security measures are in place? | Here are some points to consider: <br> ◦ How are main entrances secured? <br> ◦ Is there an optional check-in process for resident safety? <br> ◦ Are there emergency assistance procedures in place? |
| ◯ How is cleanliness maintained? | There should be established cleaning practices in areas such as laundry/housekeeping, food services, and surfaces. |

| What to ask | What you should look for |
|---|---|
| ○ How do you prepare for an emergency? | Here are some points to consider:<br>○ An emergency preparedness plan should be in place<br>○ All staff and residents should be familiarized with emergency procedures at time of onboarding/move-in<br>○ Residents should be reminded of emergency protocols at least twice a year, and regular fire drills should take place<br>○ Fire alarms should be tested monthly |
| ○ How are employees appropriately screened during the hiring process? | All employees should receive criminal background checks and have their references checked before being hired. |
| ○ How is my personal information kept secure? | Here are some points to consider:<br>○ Your personal information should never be shared without your documented consent<br>○ All information should be kept securely (e.g., lock and key)<br>○ The organization should have privacy training for staff<br>○ The organization should have a process for responding to a privacy breach, should one ever occur |
| ○ What if I have a complaint? | A process should be in place that is easily available to residents. |

# Ask if an Operator is
# ASSURITY APPROVED

**ASSURITY**

Choosing an independent living home is a significant decision. Route65.ca proudly features **Assurity**, British Columbia's quality certification program for independent living and home health operators, so you can have confidence when choosing a service provider.

An Assurity certification indicates that a provider has policies, procedures and practices in place that uphold industry standards in essential areas, such as privacy, safety, resident onboarding, emergency preparedness, employee safety and client satisfaction.

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

**Route65.ca**
Leading You Home