

### **Questions to Ask When you Call or Visit**

1. What is your staff-to-resident ratio?
2. What kind of experience and training does your staff possess?
3. How many staffers are on duty overnight?
4. Can staff administer medications?
5. Do you have a nurse on staff 24/7?
6. Do you have any experience with (issues or diagnosis of your care recipient)?
7. Do you do an initial assessment prior to admission?
8. What types of apartments are available?
9. What is the monthly cost per apartment type?
10. If there is a wait list, how many are on it and what is the policy?
11. Tell me about some of the current residents.
12. Do you have any outdoor space?
13. What is your discharge policy?
14. What additional services are available if the needs of a resident change?
15. What are your billing and payment policies?
16. Are all services included in the monthly fee? If not, what and how much are additional services?

***Your observations will come in handy to help you remember each community and discern whether it's right for your loved one:***

<u>Shared Living Space Observations</u>	Yes	No
Residence is clean and odor-free		
You are greeted and feel welcome		
Staff members are kind and caring to residents		
The layout and floor plan make rooms and community space easy to find		
Public restrooms have grab bars		
Handrails are available throughout hallways		
Residents appear engaged and happy		
Visitors are introduced to staff and residents		
Meals are nutritious and appealing		
Elevators are available for multiple levels		
Lighting is good at all times of day		
Temperature comfortable		
Sprinklers and smoke detectors are present		
Exits are clearly marked		
A security system is present		
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<u>Apartment Living Space Observations</u>	Yes	No
Size and layout are adequate for your needs		
Doorways and thresholds accommodate walkers, wheelchairs, and safe ambulation		
Residents appear engaged and happy		
Visitors are introduced to staff and residents		
Meals are nutritious and appealing		
Lighting is good		
Resident has individual control of the thermostat		
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<u>Medical and Medication Policies</u>	Yes	No
Is self-administration of medications allowed?		
Can staff communicate policies about medications including storage, administration, and record keeping?		
Can residents with dementia receive the oversight they may need?		
Is there a physician who visits the facility regularly?		
What medical services are available?		
What is the policy about handling a medical emergency?		
Who coordinates outside care provider visits?		
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<u>General Policy Questions</u>	Yes	No
Is an individual plan of care maintained on each resident?		
Are the residents and families included in the preparation of the plan of care?		
Is staff available to assist residents in handling their finances?		
Are residents required to carry renter's insurance?		
Is there an appeals process for dissatisfied residents?		