

QUESTIONS TO ASK

When Touring Assisted Living and Memory Care

INTUITION

Listen to your own intuition. Not only may you see and hear things that are obvious, but you may have a *feeling* about a community.

OBSERVATIONS

- Are the employees smiling? Do they look happy? Are they interacting with residents?
- Does it seem clean? Does it smell pleasant? Ask if they paint and re-carpet between occupancy.
- What kind of activity do you see? Are family members visiting?
- Plan to eat a meal or observe dining
- Note the length of hallways for mobility issues
- Do you see pets? Are they allowed?
- Is there outdoor space to walk or sit?

QUESTIONS

1. What will my loved one's day be like? Walk me through a typical day of a resident. How will she/he make friends?
2. What kinds of group activities are there? Do you have a bus to take residents out? Will you take her/him to the grocery store or shopping?
3. How about privacy? Can she/he lock the door? Will people come in unannounced? Who will provide personal care?
4. What is the protocol for an emergency? How do you handle a DNR? (If you don't know about this, do some research and ask questions.)
5. How are meals served? Can she/he eat in the apartment? Who cooks the food? May I see a menu? What if he/she has dietary restrictions or is a fussy eater? Are there structured meal times?
6. Do you provide transportation to a doctor's appointment? Is there a charge? Can she/he have their own car?
7. Do you have an in-house physician? How are prescriptions handled?
8. What is the protocol for fire or tornadoes? Are there drills?
9. Financial Questions:
 - What do you require to know about finances?
 - What are the monthly costs? What is covered?
 - Do you do an assessment to determine cost? Who does that?
 - Is there an investment requirement in addition to monthly rent?
 - Is there a community fee?
 - What is the move-out policy? How long is the lease?
 - Do you have any specials?

