

Questions to ask when touring senior living communities with your loved one.

Care Level

- What level of care do you offer (independent, assisted, or memory care)?
- How do you determine what level of care my loved one needs?
- Do you offer memory care support, respite, or day stays?
- Is there a minimum requirement of days each month for respite or day stays?
- How do you track care and is there transparency into the care process for families?

Costs and contracts

- What fees can I expect (are you all-inclusive, charge room and board plus Level of Care, what ancillary services are included/additional?)
- Is there a deposit, community fee, or buy in?
- What is the length of my contract?
- What maintenance is included or not included in our monthly fees?

Amenities

- Are there private rooms? What room sizes are available?
- What utilities are included in the room and board fee? Are cable, phone, and internet provided?
- What is the storage space in each room?
- Is the bathroom private?
- Do you have walk-in showers? Are there built-in benches?
- What lighting do you use? Are there smart lights or motion-activated lights?
- Does each apartment have individual thermostats for heating and cooling?
- How many meals and snacks are provided? Who supplies your food? What is your cooking philosophy (from scratch vs. pre-packaged)?
- What diets do you accommodate? Who oversees your menus?
- How often is laundry done? Is this service included in our fees?
- How often is housekeeping done and is this included in our fees?
- Do you have a common computer area?
- Do residents have their own mailboxes?
- Are residents assigned parking spots?
- Is transportation included? On what days do you provide transportation? What is the cost?

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Safety and medical care

- What emergency call system do you use and what is your policy for emergency call response? How do you monitor emergency calls and what is your average response time?
- Do you have a fall detection system? How does that system work?
- How do you manage medications? What system do you use to assure medication accuracy?
- What pharmacy do you use? Will they meet my current co-pays? Do nurses or med-techs administer medications?
- Do you have nurses 24 hours a day? If not, how are you staffing when a nurse is not available in the building?
- Do you have an on-site physician? Who is the physician or group?
- What medical services do you provide or coordinate (such as labs, x-rays, and physician visits)?
- What therapy services do you provide? Do you have a partner who provides these services and, if so, who? What insurances do the providers serve?

Community leadership

- Who is in leadership at the community? How long have they been in this role?
- How hands-on are leaders when it comes to communicating with families and overseeing day-to-day operations?