



Helpr Guide: Elder Care Center Interview Questions

Use this guide to ask detailed questions when evaluating elder care centers, assisted living facilities, or adult day programs. It will help you gather important information to determine the best fit for your loved one's needs. Space is provided for notes throughout.

1. Services & Levels of Care

- What types of care do you provide (e.g., independent living, assisted living, memory care, respite care)?
- How do you assess residents' care needs, and how are those needs met over time as they change?
- What medical services are available on-site (e.g., nursing care, physical therapy, medication management)?

Notes:

2. Staff Qualifications & Ratios

- What qualifications and experience do your staff members have?
- What is the ratio of staff to residents during the day and at night?
- Are there licensed nurses or medical professionals on-site 24/7?

Notes:

3. Safety & Security Measures

- How do you ensure the safety of residents, particularly those with cognitive impairments (e.g., secure entrances/exits, monitoring)?
- What is your protocol for handling emergencies, such as medical issues or natural disasters?
- Are background checks conducted on all staff, volunteers, and contractors?

Notes:

4. Living Environment & Amenities

- What types of living arrangements are available (e.g., private rooms, shared apartments)?
- Are the living spaces equipped with safety features (e.g., grab bars, emergency call systems)?
- What amenities are offered (e.g., dining options, recreational areas, gardens)?

Notes:

5. Health & Wellness Programs

- What types of wellness programs are available (e.g., exercise classes, mental health support, memory care activities)?

- Are activities tailored to different levels of mobility and cognitive abilities?
- How do you ensure that residents are encouraged to participate in social, physical, and cognitive activities?

Notes:

6. Meals & Nutrition

- How are meals prepared, and are they tailored to meet dietary needs or restrictions (e.g., low-sodium, diabetic)?
- How often are meals and snacks served, and is there flexibility in dining times?
- Can residents have input on meal planning or special dietary preferences?

Notes:

7. Medical Care & Support

- How are medications managed and administered?
- Are there regular wellness checks, and how do you monitor residents' health and well-being?

- How do you coordinate with external medical professionals, like doctors or therapists, for ongoing care?

Notes:

8. Communication & Family Involvement

- How do you keep family members informed about their loved one's well-being and any changes in care?
- Is there an open policy for visits, and are family members encouraged to participate in activities or care discussions?
- Do you offer regular care plan meetings, and how often are they scheduled?

Notes:

9. Cost & Payment Options

- What are your fees, and what services are included in the cost? Are there additional fees for specific services or levels of care?
- What payment options are available (e.g., private pay, long-term care insurance, veterans' benefits)?

- What is the policy for deposits, refunds, or discontinuing care?

Notes:

10. Culture & Atmosphere

- How do you ensure a welcoming and supportive community among residents and staff?
- Are there opportunities for cultural, religious, or personal expression?
- Can I take a tour of the facility to observe interactions, environment, and daily life?

Notes:

Use this space to write down your final thoughts or impressions after the interview:

Overall Impressions:
