### **Physical Building and Grounds:**

How many residents live here?

Is the building easy to get around? Are hallways wide enough? Are the rooms close enough to an elevator?

Does the building have inside and outside areas? Are there walking areas?

Does the community have studios, one bedrooms, two bedrooms? What are the bedrooms and bathrooms like and how are they set up? Is there a wheelchair accessible shower? Is there a bathtub?

#### Care:

Is each resident given an individual plan of care?

What kind of care does the community provide?

What kind of care can the community NOT provide? Bedridden, wheelchair bound, use a lift, need injections?

How are medical emergencies handled?

How much time passes before a caregiver checks on residents? Day and night?

Is someone available to reach at the community 24 hours a day, 7 days a week?

#### Admission:

What is the process for assessing a resident before he/she moves in?

Is there a fee for an assessment?

Is there a fee for admission and if so, what does it cover?

If you leave a deposit for admission, is it refundable?

How much notice does the community need if you decide to move out?

Are pets allowed? If so, is there an additional charge for a pet?

## **Care Costs:**

Is the community month to month rental?

Are the community costs all-inclusive or are there separate fees for care?

If there are separate fees, how are those fees calculated and what will they be?

How often will you be invoiced and when is payment due?

### Staff:

What kind of training does the staff have? Is the training on-going?

What kind of experience does the staff need to be hired?

Is there a nurse on staff or on site? RN or LVN? How many hours and days?

Is there a doctor on staff?

Does the staff appear knowledgeable? Warm and caring?

Does the staff call residents by name?

What is the caregiver to resident ratio?

#### **Activities**:

What are the residents' daily schedules?

What kind of daily activities are there?

Do some activities take place outside the community? If so, how often do they go on outings?

Does the community provide transportation? If so, where to and how often?

# Philosophy and Feel:

What is the community's philosophy of care and how is it carried out?

How does the community "feel" to you? Does it feel like somewhere your loved one will be able to eventually call home?

## **Licensing:**

When was the last licensing inspection? Ask to see a report. Do they have any citations or complaints? If so, what are they for?