

QUESTIONS TO ASK

When visiting a memory care community

- Does the community feel warm and inviting?
- Did you receive a warm greeting from staff?
- Is the staff knowledgeable, caring and happy to be there?
- Do residents seem happy and well-cared for?
- Does the community feel secure yet accommodating?
- Are common areas well lit?
- Is the community clean and odor-free?
- Is the community easy to navigate with unique visual cues for way finding?
- Are daily nutritious meals provided?
- Do residents eat in a dining room?
- Are friends and family allowed to visit and dine with residents?
- What level of nursing staff is available 24/7?
- How often are housekeeping and bed linen services provided?
- What type of training has the staff received?
- What is the staff-to-resident ratio?
- What is the application and move-in process?
- What is the monthly rate and what does that rate include?
- What level of personal assistance can residents expect?
- What recreational and social activities does the community offer?
- How does the community communicate with families?
- What is the policy for handling medical emergencies?
- Is transportation and assistance provided for regularly-scheduled doctor visits?