

WHAT QUESTIONS SHOULD I ASK WHEN I VISIT? *Here's our top 20.*

1. How many residents live here?
2. What is the staff-to-resident ratio?
3. What kind of training do you give your staff? What are their credentials?
4. What are your safety measures for building security?
5. Can I see your emergency alert system?
6. How are care plans determined, and who makes the assessment?
7. What are the procedures for COVID-19?
8. How do you help your residents manage medication?
9. What amenities are there?
10. Do you allow pets?

11. Do you allow smoking?

12. Do you have a calendar of daily activities? How often are those activities scheduled in the local community?

13. How do you welcome new members into your community?

14. How do you encourage your residents to participate in activities?

15. Do you prepare meals in-house?

16. Are there visiting hours? Can family members drop by anytime?

17. What kind of transportation do you offer? Can residents schedule it to get to appointments? How far do you travel?

18. How do you resolve residents' or families' concerns?

19. How do you handle situations when residents want or need to move?

20. How do you monitor resident and family satisfaction?