

Helpful Questions When Seeking an Assisted Living Community to Support Someone with Memory Impairment

1. What type of memory/Alzheimer's training does your staff complete outside of the state mandated training?
 - a. Do they learn communication techniques? What are those techniques?
 - b. Are there refresher courses? How often?
 - c. Who teaches the trainings? Are they online or in person?
 - d. Do you use a certain program?
2. How has your agency performed on state surveys?
 - a. Any deficiencies?
3. What is the length of employment for your staff members?
 - a. How many new staff members started in the last 3 months?
 - b. How many left your community in the last 3 months?
4. Do you have a customer I can call for a reference?

Name _____ Phone/email _____

Name _____ Phone/email _____

5. What is the name of the supervisor of staff members? _____

Is it an LPN or RN?

Is there a nurse on shift 24/7?

6. Do you allow staff to carry cell phones? YES/NO What happens if they are on their phones while working?
7. What is the resident to caregiver ratio during the Day? _____ Evening? _____ Night? _____
8. Can you give examples of activities that are designed for my loved one?
9. Can I request certain activities? (for example, cards, walks, limited television)
10. What time do residents go to bed? _____ What time do they wake up?
11. Who administers medications? _____
12. Do you have an in-house physician? Yes/No Name: _____
13. How do you respond to an emergency?
14. How often will someone call me for a routine update?
15. Do you provide transportation to doctor's appointments? Yes / No Does a staff member attend with the resident? Yes/No
16. What are the fees?
18. What is included in the fees? _____
 - a. Are there additional fees for specific services or is everything included?
 - b. What happens if needs increase? Do prices change?