Assisted Living

The Environment

- What is the "look and feel" of the place as you walk in? Would you be proud for friends and relatives to visit you here?
- How far is the available unit from the dining area?
  Is everything on one level?
- Are there views or outside spaces that are appealing?
- Do things seem clean and in good repair?
  Is there a self-service laundry facility for residents?
- What is the noise/chaos level in the common areas?
  Do a majority of residents have dementia?

Comfort Level with Staff Availability and Communication

- Are you comfortable talking with the marketing director and other staff you meet?
- How long has the chief administrator held that job?
- Is a registered nurse available or on-call 24/7?
- Do you feel pressure to "decide today" and sign move-in commitment forms?
- Can they offer a "try before you buy" option to stay in a guest room and take multiple meals in the facility to see if the place is a good match for your needs and preferences?

Food Service Satisfaction and Options

- What do *residents* say about the food service and dining room staff?
- Are serving hours flexible?

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- Can the cook accommodate special requests, such as eggs cooked to order?
- If you are unable to come to the dining room, what is the charge for a tray brought to your room?

Charges and Fees

- In addition to the basic monthly charge, how much are fees for services such as help with bathing, dressing & medication assistance?
- Who determines what services you actually need? Can additional services be added to your monthly bill without your prior permission?
- Are hair styling services available on premises? What is the cost for a haircut, style, manicure, etc.?

Transportation

- What days are transportation services available?
- Is there help to get on and off the van and handle packages?
- Do they service the area where your doctors' offices are?

Medical Emergencies

- In the event of a medical emergency, can you be taken to the hospital of your choice?
- Do they have rooms available for people on Medicaid-funded programs, so you can remain there if your personal funds are spent down? What percentage of residents are private pay?

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