THE DUBIN CENTER
Where no one faces dementia alone.

Helpful questions when seeking an Assisted Living Community or Memory Care

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 training? 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 have started in the last 3 months?
    b. How many people left your community in the last 3 months?
4. Do you have a customer I can call for a reference?

    Name: _____ Phone Number: _____
    Name: _____ Phone Number: _____

5. What is the name of the supervisor of staff members? _____
    a. Is it an LPN or RN?
    b. Is there a nurse on shift 24/7?
6. Do you allow staff to carry cell phones? YES/NO
    a. 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? _____

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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
    a. Does a staff member attend with the resident? YES/NO
16. What are the fees?
    a. What is included in the fees?
    b. Are there additional fees for specific services, or is everything included?
    c. What happens if needs increase?
    d. Do prices change?