



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? _____



Helpful questions when seeking an Assisted Living Community or Memory Care

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?