

# QUESTIONS TO CONSIDER BEFORE PLACEMENT

## **Contracts and Costs**

Does the contract define all fees?

What services are provided for each fee?

What are the additional charges for services/products?

What initial payments are required?

If you are away from the residence for extended periods, what fees apply?

Does the contract include a refund policy in cases of transfers, discharges, changes in ownership or closing?

## **Meeting Individual Needs**

What kind of assessment is done to determine a resident's medical needs?

What are the qualifications of the person conducting the assessment?

How often is it done?

What happens if you need more help, become incontinent, confused?

How does the residence help residents maintain the ability to care for themselves, especially in toileting, dressing, eating?

If a resident displays difficult behavior, what steps will the residence take?

How often is the room cleaned?

Is there a schedule for staff to check on a resident's whereabouts?

How many staff members are there for each shift?

Is there special training for staff to deal with dementia, Alzheimer's, wanderers?

What is the staff turnover rate?

## **Health Management**

Is there a written description of how the facility will care for the resident/recipient?

What if you do not agree with the plan of care?

Is there a nurse on duty 24 hours a day?

What are the nurse's responsibilities?

What health services are available, such as lab work, physical therapy, wound care, hospice, social work and podiatrist?

Under what circumstances does the facility call 911?

Under what circumstances does the facility call the family?

Under what circumstances does the facility call the doctor?

If you require medication, what safeguards ensure that you get the medications on time and in the correct dosage?

How are prescriptions filled?

Do you have to use the residence's pharmacy?

What are the costs?

Who gives out medications? If not a nurse, how are the staff supervised and trained?

Is transportation provided to health appointments?

What are the fees?

Is transportation wheelchair accessible?

### **Activities and Socializing**

Do the scheduled activities appeal to you?

What staff are included in the activities programming?

Are the residents allowed to walk on the grounds?

How are religious/spiritual needs met?

Who develops and supervises recreational activities?

Do residents have input into activities offered?

### **Meals**

How are special dietary needs met?

What happens if a resident is late, misses or refuses a meal?

Does a nutritionist or dietician review meals and special diets?

### **Safety and Accessibility**

What safety measures are in place to protect residents from wandering away?

What safety measures are in place to protect residents from having their personal property stolen?

Are criminal background checks performed on all staff?

Which doors to the facility are locked and when?

Are there safety locks on the windows?

Are there call bells in each room?

What are the fire emergency plans?

Do they have a backup power source?

### **Special Concerns**

Are residents allowed to leave the facility with friends or family?

Under what circumstances would a resident be discharged?

Is there an internal appeal process?

How many days notice to move out is given and to whom?

Will unused fees be refunded?

Is there a separate area for people with Alzheimers's or dementia?

What is the staff to resident ratio?

Do residents go outside regularly?

How do they ensure proper nutrition?