

Questionnaire: Initial Questions For Administration & Staff

Ask the following questions to help determine whether a residence is right for you.

1. Is the facility licensed and, if so, what type of license does it have?
2. Is there an inspection report available to review?
3. How stable is the residence financially? [Ask for a copy of their annual report. Search online for any media coverage of the company.]
4. Who draws up the Resident Service Plan (an individualized list and schedule of which services each resident receives, and when they are to receive them)? How involved is the resident and family in this process?
5. If monthly fees are based on a service formula, how often is it reassessed? When fees rise, how far in advance are residents notified?
6. Who decides about transferring residents within and outside the residence?
7. Is a nursing home affiliated with or attached to the residence? [If yes, we recommend visiting the nursing home and viewing its rating on <https://www.medicare.gov/nursinghomecompare/search.html?>.]
8. How are grievances handled?
9. Is there a Resident Council? A Family Council? If so, who run the councils?
10. Is there a probationary period after a resident moves in?
11. What happens in a medical emergency?

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12. What are the facility's training and professional requirements for staff who provide resident monitoring and services?

13. How many staff are in the facility during the day, overnight, and on weekends?

14. Do frailty or a medical condition limit your choices and activities, such as walking or eating certain food? If so, ask the staff:

14a. How do you deal with residents who have a history of falling, but who like to go for walks alone outside the building?

14b. How do you react to residents who occasionally eat foods not on their diets?

15. Is it important for you to do things that others might consider unsafe, but seem either safe or worth the risk to you? If so, ask the staff:

15a. Can I come and go as I please?

15b. Can I take a late night walk if I want?

16. Can I smoke? In my room? In special areas in the building or on the grounds?

17. Can I drink alcohol? In my room, public areas, or the dining room?

18. What if I want to do something my family deems unsafe?

Notes: