

Questions to Ask When Exploring Senior Living

Take this checklist with you on tours and phone calls. Ask the same questions everywhere you visit, and write down the answers while they are fresh. There is no such thing as too many questions. Legacy Navigation provides general education and navigation support; we do not diagnose medical conditions, determine level-of-care requirements or determine eligibility for government benefits.

LICENSING & OVERSIGHT

- ☐ Is this setting licensed in Oregon, and what license type is it?
- ☐ May we see the current license and most recent survey or inspection results?
- ☐ Who do we contact with a concern, and how are concerns documented?

STAFFING

- ☐ What are your typical staffing levels by shift?
- ☐ Is awake staff available overnight? How many?
- ☐ What training do caregivers receive, and how often?
- ☐ What is your staff turnover like?
- ☐ How quickly are call lights or requests answered?

LEVELS OF CARE

- ☐ What levels of care do you offer, and how is a level assigned?
- ☐ Who assesses care needs, and how often is it re-assessed?
- ☐ What happens if care needs increase over time?
- ☐ What needs can you not meet?

MEDICATIONS

- ☐ How are medications stored, ordered and administered?
- ☐ Who oversees medication management?
- ☐ How are medication errors documented and communicated to family?

DAILY LIFE

- ☐ May we see a week of menus? Can dietary needs be accommodated?
- ☐ May we join a meal during our visit?
- ☐ What activities are offered, and how are residents encouraged to join?
- ☐ Is transportation provided? For medical appointments? Errands?
- ☐ Is there outdoor space residents can use freely?

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SAFETY & EMERGENCIES

- ☐ What are your emergency procedures for fire, weather and power loss?
- ☐ How are falls responded to and documented?
- ☐ When would 911 be called, and when is family notified?
- ☐ What is your emergency generator or evacuation plan?

COSTS & CONTRACTS

- ☐ What is the base monthly rate, and exactly what does it include?
- ☐ What additional care charges exist, and how are they assessed?
- ☐ Is there a move-in, community or entrance fee? Is any of it refundable?
- ☐ How often have rates increased in the past three years, and by how much?
- ☐ How much notice is given before a rate increase?
- ☐ May we take a copy of the residency agreement home to review?
- ☐ What are the notice requirements if we choose to move out?

DISCHARGE & TRANSFER

- ☐ Under what circumstances would a resident be asked to move?
- ☐ What notice is given, and what help is provided finding another setting?
- ☐ How are hospital stays and returns handled?

MEMORY SUPPORT

- ☐ What memory support or programming is offered?
- ☐ How is the area secured, and how is wandering addressed?
- ☐ What training do staff receive in dementia care?

VISITING, PETS & COUPLES

- ☐ What are your visiting policies?
- ☐ Are pets allowed? What are the size, number and care requirements?
- ☐ Can couples live together? What if their care needs differ?

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MEDICAID & FINANCIAL PROGRAMS

- ☐ Do you participate in Medicaid? Are there a limited number of Medicaid rooms?
- ☐ If private funds run out, may a resident stay and apply for Medicaid?
- ☐ How long must someone private-pay before Medicaid is accepted?

OUR OWN NOTES

- ☐ Did residents seem engaged and comfortable? Did staff know them by name?
- ☐ How did the setting smell, sound and feel?
- ☐ Could the person we love picture themselves living here?