Top 10 Questions To Ask When Touring Our Community

Carolinas Alliance
for Residential Excellence, LLC

Deciding to move a loved one into assisted living care is not easy. There are many things to consider and if you have never done this before it can be quite overwhelming. We're here to help. Below are 10 questions that you should ask when you decide to tour our community or senior care community.

1. What is the cost of living in this community?

a. What is the rate for your desired room type?
b. What services are included in the base room rate?
c. Are there additional fees for the below needs:
  · Medication Assistance
  · Assistance with ADLS
  · Transportation Services
  · Meal Services
  · Laundry Services
d. Can a resident's rate go up? If so, what can they expect?

2. How will my loved-one's medications and appointments with medical providers be handled once he/she is moved in?

  · Are there on-site providers that come to the community?
  · What if the resident wants to keep their own doctor and/or pharmacy?
  · If receiving home health or hospice services – can the same agency see a resident after move-in?

3. Do you have a resident handbook or resource for residents with the community's house rules and policies?

4. Is there a menu posted or does the community have a sample menu available for residents to look at? What happens if a resident doesn't

like the meal on a particular day or has special dietary preferences?

5. Is there a sample schedule of activities? What kinds of activities are provided?

6. Does the community offer internet? What about cable or satellite? If so, what are the fees?

7. Does the room come furnished? What is allowed from home?

8. What are the community's visitation and leave policy?

9. Can a resident keep and maintain their automobile while living at the community?

10. If the resident needs to go to the hospital what happens?

- Can they go to the hospital of their choice?
- Will their room be reserved?
- What if they need a higher level of care?
- Who will be notified?