Assisted Living Question Guide

Basic preliminary questions to ask during the initial phone call:

- **Do you have apartments available now?**
- **What types of apartments do you have?**
- **What is the base rent charge and the pricing structure?**
- **What services are included in the monthly fee?**
- **Are there any move-in fees?**
- **Do you accept Medicaid?**

*** If the community meets your timeline and fits the budget, try to schedule a tour with their marketing director. ***

Observations of community upon arrival:

- **Is the community located in a desirable area?**
- **How close is the nearest hospital?**
- **Does the building appear to be maintained outside?**
- **Are the sidewalks/walking paths clear and level?**
- **Upon entering, are you greeted and welcomed by the staff?**
- **Are there offensive odors, or does it smell neutral/clean?**
- **Do the residents appear to be well-groomed and happy?**
- **Are the staff members kind toward the residents and each other?**

Financial questions to ask during the tour:

- **Are there any move-in promotions?**
- **Are there extra costs for additional services? If so, what are they?**
- **Do you require a minimum length of stay of private pay before qualifying for Medicaid rollover?**
- **What are the ancillary charges?**
- **What is the cost for Level of Care? (Or Ala Carte services?)**

Staffing and care questions:

- **What is the staff to resident ratio?**
- **What is the average response time when a call-button is pressed?**
- **Can the staff administer medication?**
- **What types of activities and events do you offer?**
- **Do you offer a variety of meal options?**
- **Do you have on-site health services? (Doctors, podiatrists, ophthalmologists, therapies?)**
- **Do you provide transportation?**
- **Are housekeeping and laundry services included, or provided at a separate charge?**
- **How does your staff respond to an emergency?**
- **What is your waitlist policy?**
- **Do you hold the apartment if a short-term hospital or skilled rehabilitation stay is necessary?**
- **What happens when I need additional services, or my loved one regresses?**
- **What is your philosophy of senior care?**