

## 8 Questions to Ask Every Facility

— "What is your overnight staffing ratio, and what happens when someone calls out sick on a weekend night? Who owns this facility?"

— "What are all the circumstances in which you could require our family member to leave — and how much notice would we receive?"

— "Walk me through what the additional care charges look like as needs increase. What is the highest level of care you can provide without transfer to a higher level?"

— "What specific training do your staff receive in dementia care?"

## Memory care

— "Can I visit at any time without an appointment? Can I eat a meal here unannounced?"

— "What does your contract say about annual rate increases, and what is your history of increases over the past 5 years?"

— "Is there a resident or family council here? Can I speak with a family member of a current resident, not selected by you?"

— "If we wanted to bring in hospice care, how does that work in this setting? Are you comfortable with hospice teams having open access to our family member?"

### The Unannounced Visit Test

Return after your scheduled tour — unannounced, at a different time of day. Come at 7:30am during morning care, or at 7:30pm after dinner. What you observe when you are not expected is far more informative than any formal presentation. Trust what you see.

A quality facility will welcome every one of these questions. A facility that deflects or rushes you is telling you something important.