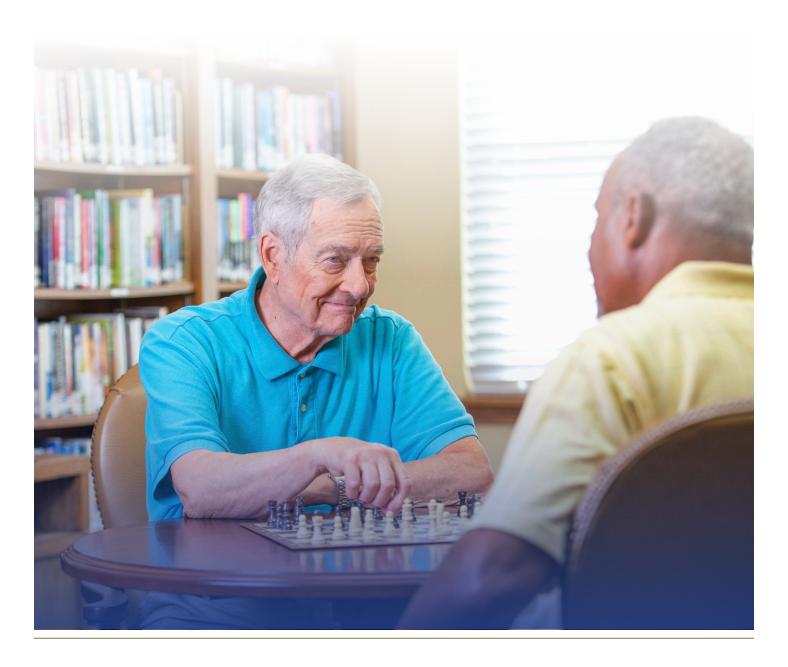
# MEMORY CARE TOUR CHECKLIST





Take this handy checklist with you every time you visit a senior living community. It will help you ask the right questions, keep your notes together and is an easy way to compare communities side by side.

When it comes time to choose a senior living community with memory care or a specific level of care, you might feel overwhelmed by all the options available. When making a decision about what is right for your loved one, remember that each resident has different needs, preferences and desires that should be taken into account when selecting a memory care community.

When you are helping a loved one select a community, you should involve that person in the process if he or she is able. At the end of the day, you want to make sure it is a campus where they feel comfortable and where the focus is on resident needs. By planning ahead, you can ensure that your loved one will be provided with the highest quality of care and quality of life.

When choosing a memory care community, consider all the options. Written materials or websites can be useful tools for comparing your options. If possible, touring the senior living community and asking questions is the best way to determine a good fit. However, telephone interviews using this guide also can be effective. In the end, by researching and reviewing all aspects of care and services, experiencing success in recovery or transitioning to long-term care will be much easier.

At minimum, you should consider the following when making your decision:

- Campus location is convenient
- Environment is friendly and warm
- · Meals are well-presented and delicious
- · The tone and demeanor of employees is caring and helpful
- Amenities fit your or your loved one's lifestyles and needs

	visit!

Community Name	
Community Contact Person	
Phone	Email



### **ENVIRONMENT**

As you arrive at the community and enter the lobby, is the environment warm and inviting?
As you tour the community, are the sights and sounds pleasing, calm and relaxing?
O Were you warmly welcomed by a staff member and given the attention you were looking for?
O Did you receive cheerful acknowledgment from all staff members?
O Do active residents seem engaged and do residents appear happy and comfortable?
Are amenities, activities, services and supervision appropriate for your loved one?
Are staff members appropriately dressed, personable and outgoing?
O Do the staff members talk with each other and the residents in a respectful, kind manner?
Is the layout of the community easy to navigate?
O Are visual cues used to help residents recognize their hallway or living area?
O Does the community have secured or alarmed doors to ensure resident safety?
O Do the residents have access to outdoor areas? Are the areas secure and monitored?



Does the community have licensure — Alzheimer's, dementia or memory care endorsement?
○ Is the floor plan easy to follow?
O Are doorways, hallways and rooms accommodating to wheelchairs and walkers?
O Does the community have good natural and/or artificial lighting?
O Is the community clean, free of odors and appropriately heated/cooled?
O Does the community have sprinklers, smoke detectors and clearly marked exits?
O Does the community have a means of security if a resident wanders?
Are residents able to wander freely within the community?
O Can residents or family members decorate their own apartments?
O Do the residents have adequate privacy to promote dignity?



## NEEDS ASSESSMENTS, RESIDENCY AGREEMENTS & FINANCES

<ul> <li>Does the periodic resident's assessment process include the resident's family/responsible party, community staff and the resident's physician?</li> </ul>
O Is a residency agreement available that discloses personal care and supportive services, all fees, as well as move-in and move-out provisions? What is the process for refunds and transfers?
O Is there a written plan of care for each resident? How frequently is it reviewed and updated?
O Does the community have a process for assessing a resident's need for services?
O Are resident needs addressed in a timely manner?
Are additional services available if the resident's needs change?



0	Does the community offer specialized programs for memory care residents? If so, what are they and how do they assist the resident with daily functions and quality of life?
0	Do current residents appear to have proper hygiene and combed hair? Are they cleanly shaven and are they wearing matching clothes free of incontinence odors?
0	Does the staff understand the importance of intervention techniques or other approaches to reduce the need of behavioral medications?
0	Does the community staff know how to manage different behaviors brought on by the memory impairment disease?
0	Does the community have a clearly stated procedure for responding to a resident's medical emergency?
0	Is medication administration efficient and performed by nurses or trained med techs? Are trained staff available 24 hours for orders as needed?
0	Does the community have specific policies regarding storage of medications, assistance with medications and record-keeping? Does it offer ongoing training to staff? Are they well-supervised?
0	Do the caregivers have specialized training in effectively communicating with and caring for residents who have a memory impairment?



## ADDITIONAL CONSIDERATIONS

0	Are the residents actively engaged in activities that are appropriate and/or interesting to those with Alzheimer's or dementia?
0	Are there "activities of daily living" tasks residents can assist with, such as folding napkins or gardening?
0	Does the community have a posted activity schedule or calendar?
0	Can the community provide a list of available personal care services?
0	Does the community arrange transportation for all scheduled medical appointments?
0	Is staff available to provide 24-hour assistance with activities of daily living, if needed? This may include bathing, dressing, grooming, eating or mobility.
0	Does the community offer barber/beautician services on-site?
0	Do you have good rapport with the management and care team? Do you feel comfortable in their abilities and trust them to provide for your loved one's needs?
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