



LOOK BEYOND THE LOBBY

The 10 Questions You Should Not Leave Without Asking

A fillable answer sheet to print or complete during every tour.

Facility name

Tour date

Tour guide

1. How many direct-care staff members are typically available during the day, overnight, and on weekends?

2. How are families notified when there is a fall, injury, medication change, behavioral change, or decline?

3. What concerns or citations were identified during the facility's most recent inspection, and what was done to correct them?

4. What services and supplies are not included in the advertised monthly price?

5. What happens when a resident's care needs increase?



6. How can residents and families report concerns, and who reviews those complaints?

7. How are residents' preferred routines, including sleep, bathing, meals, and activities, honored?

8. What training does staff receive for dementia care, communication, behaviors, abuse prevention, and emergency response?

9. What is the facility's emergency plan, and which systems are supported by its backup generator?

10. What are the most common reasons families decide this facility is no longer the right fit?

LEAH'S LENS

Listen for answers that are specific. "We take great care of everyone" is a promise. It is not an explanation.

QUESTIONS I STILL NEED ANSWERED

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