

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Bring this with you. Ask questions. Write down answers.

## Questions to Ask Before Admission

### How to Use This Question List

- ✓ Print or save this list and bring it with you during facility tours
- ✓ Don't feel obligated to ask every question—focus on what matters most for your loved one's specific needs
- ✓ Take notes on the responses you receive and how staff react to your questions
- ✓ Ask to speak with current residents and their families if possible
- ✓ Pay attention to evasive answers or reluctance to provide specific information

### Staffing Questions

- What is your registered nurse to resident ratio during day, evening, and night shifts?
- What is your overall nursing staff turnover rate?
- How long has your director of nursing been in this position?
- What percentage of your staff are certified nursing assistants versus licensed nurses?
- How do you handle staffing when someone calls in sick?
- What ongoing training do staff members receive?
- Are background checks performed on all staff members?

### Medical Care Questions

- How often does a physician visit residents?
- What is your process for medical emergencies?
- Which hospital do you transfer residents to in emergencies?
- How do you manage pain for residents with chronic conditions?
- What specialized services do you provide (physical therapy, speech therapy, etc.)?
- How do you handle medication management and prevent errors?
- Do you have hospice services available or partner with a hospice provider?
- What is your fall prevention protocol?



## Cost and Contract Questions

- What is the total monthly cost, and what services are included?
- What additional services cost extra, and how much do they cost?
- Do you accept Medicare? For how long is it typically covered?
- Do you accept Medicaid? Is there a waiting list for Medicaid beds?
- What happens if a resident runs out of money?
- What are your policies on rate increases?
- What is your refund policy if we need to move my loved one?
- Are there any upfront deposits or admission fees?

## Dining/Nutrition Questions

- Can I see this week's menu?
- How do you accommodate special diets or food allergies?
- What happens if a resident refuses to eat or has difficulty eating?
- How often are residents weighed and monitored for weight loss?
- Can residents eat meals in their rooms if they prefer?
- Who supervises meal times to ensure residents are eating?
- Are snacks available between meals?
- How do you handle residents with swallowing difficulties?

## Activities and Quality of Life

- What daily activities are offered to residents?
- How do you engage residents with dementia or cognitive impairment?
- Can residents continue hobbies or interests they enjoyed before?
- What are your visiting hours and policies?
- Can family members participate in care or activities?
- How do you accommodate cultural, religious, or language preferences?
- Is there outdoor space that residents can access?
- How do you handle birthdays, holidays, and special occasions?



## Safety and Operations Questions

- What is your infection control protocol?
- How do you prevent and address pressure ulcers?
- What security measures are in place for residents with dementia who may wander?
- How do you handle resident complaints or family concerns?
- Can you provide references from current resident families?
- What is your policy on resident-to-resident altercations?
- How often do you conduct fire drills and safety training?
- What happens during power outages or severe weather?

## Additional Tips for Your Visit

- **Ask open-ended questions** that require detailed answers rather than simple yes/no responses
- **Don't feel obligated to ask every question.** Focus on what matters most for your situation.
- **Request to see documentation** for claims about staffing ratios, inspection results, or quality measures
- **Talk to current staff** and ask about their experience with care, food, and activities. HIPAA prevents you from talking to other residents.
- **Compare answers** across multiple facilities to identify which ones provide the most transparent, detailed responses
- **Follow up in writing** on any important commitments or promises made during your tour

