Memory Care Community Tours – Questions To Ask

In addition to keeping the checklist, there are questions that require more in-depth consideration. Below are ideas for questions we recommend asking during your tours:

What kind of training, and/or continuing education, is required so staff are up-to-date on the latest memory care techniques?

How do team members handle residents continually asking to go home?

What is the protocol when a resident asks about seeing a spouse, family member or other loved one who has passed away?

How do team members handle outbursts, agitation, and other challenging behaviors associated with dementia?

In what ways does the community help each resident with their individual needs, or their varying abilities in communicating?

How does the community foster social connections among residents?

What is the staff-to-resident ratio? How many people work the overnight shift?

Are there ongoing, recurring meetings between management and families to discuss the resident's care, their progress, challenges, etc.?

What level of assistance do residents receive with activities of daily living? What happens if my loved one needs an additional level of care?

What is a typical day in the life of a resident here?