

# Choosing the Right Retirement Community

## Questions to Ask

### Your prospective home

- How many different floor plans are available?
- Do they provide a floor plan with exact measurements?
- What appliances are included in the apartments?
- What are the additional charges for phone service, internet, or cable?
- Does each apartment offer an additional storage unit?
- What upgrade options are available?
- Are porches available?
- What modifications can be made if needed for individuals with a disability?
- Does the emergency call system work in the entire apartment?
- Who responds to emergencies and how quickly can they respond?

### Dining

- How many meals are included?
- How many entrée choices do they offer in the evening?
- What are the dining hours and are they convenient for your needs?
- How many luncheon choices are available?
- Do they serve the main meal in the afternoon or evening?
- Do they provide room service and, if yes, is there a charge?
- Do they offer a “to go” service and, if yes, is there a charge?
- What is the cost for extra meals? What about on holidays?
- Do they accept special requests in the meal preparation?
- Do they have a dining room committee?
- What happens if a resident misses a meal?
- Does the wait staff have other duties, in addition to service in the dining room?



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### Community Area

- Are there community rooms you can use for family gatherings and, if yes, is there a charge?
- Will the staff coordinate catering arrangements for a private event?
- Do they have a central coffee area?
- Do they have a computer with internet available for all residents?

### Transportation

- What type of transportation is provided and is there a mileage restriction?
- How often is transportation provided and are there restrictions as to its use?
- If you have your own automobile, will a staff member brush off the snow in the winter?
- Is transportation provided for banking, shopping, or in attending worship services?

### Services and programs

- What are the types of activities that are available?
- What type of clubs or groups do they have and how regularly do they meet?
- Does the community provide personal services such as drying cleaning pick up and delivery, salon services, banking, etc?
- Where is the nearest hospital?
- Does a physician visit patients at the community?
- Does the community offer a continuum of care such as assisted living, memory care, and skilled nursing?

### The staff

- How long have staff worked there?
- Who will assist you if you have a problem?
- Does the community have an open door policy for questions or concerns?
- What type of background checks are administered for various staff positions?
- Is the community administrator available to meet with you?

