

ASKING THE RIGHT QUESTIONS

QUESTIONS TO ASK	Yes	No
Did the staff make you feel welcomed?		
Did the staff show interest in the needs of your loved one?		
Did the staff seem helpful and responsive?		
Did the staff explain the services available?		
Are the services catered to the needs of your loved one?		
Was the admission process clearly explained?		
Is a physician referral required for participation?		
Is the center wheelchair accessible?		
Is the center clean and absent of unpleasant odors?		
Is there a separate room for participants wishing to have a little down time?		
Does the team have access to nutritional support services when there are special dietary needs?		
Can you try the program commitment free?		
Are fire and emergency evacuation plans in place and up-to-date?		
Are there small group and socialization areas for mingling?		
Is the environment safe and secure? Entry procedures, alarms, etc.?		
Can the center provide you with references?		
Was the center open to hearing your suggestions and/or needs?		
Is there a process or guide for staff to follow when handling difficult situations (e.g. anxious or distraught participants, etc.)?		
Does the center have an activity calendar?		
Are program participants required to participate in field trips?		
How do you work with the participant if they do not want to participate in field trips as well as any of the other programming?		
Are staff and/or volunteers pre-screened before being permitted to work with program participants, ie., the completion of criminal background checks?		
Are there clinical clearance requirements for program staff (e.g., TB test, physical examination, influenza vaccination, narcotics testing)?		
Do participants need to bring anything with them?		
Is financial assistance available?		
Did the team discuss your loved ones normal routine and things that may be special to them to include in their day?		

Other questions to ask the ADS staff:

How do you care for people with varying degrees of dementia and memory loss? _____

Is Adult Day Services a licensed or certified care provider or part of a network of licensed and certified care providers? _____

Is there a plan to keep participants safe? _____ What is that plan? _____

How will bills be charged (weekly, monthly)? _____

What types of payments are accepted? _____

What is the ratio of participants to staff? _____



ADULT DAY SERVICES
at WESTMINSTER VILLAGE

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