

Memory Care tour guide

Hello

This simple tour questionnaire is meant to help you as you navigate touring multiple Memory care communities in the Senior Living industry. Most people want themselves or a loved one to be in a community where people CARE and that they can trust they or their loved one will be well cared for. This questionnaire is for that purpose.

Community name: _____

1= lowest

5 = highest

1. * Was the tour guide **focused on learning more** about the problems in the current situation or who the person was or is?

Problems

Person

2. On a scale of 1-5, how much did the tour guide **listen** to you?

1

2

3

4

5

3. On a scale of 1-5, how well did the tour guide **educate** you on the industry and your options?

1

2

3

4

5

4. On a scale of 1-5, how warm and friendly were employees?

1

2

3

4

5

5. On a scale of 1-5, how knowledgeable was your tour guide on Dementia and setting residents up for succes?

1

2

3

4

5

6. On a scale of 1-5, rate how much the tour guide engaged with current residents.

1

2

3

4

5

7. On a scale of 1-5, rate how much knowledge the tour guide had about their residents.

1

2

3

4

5

8. On a scale of 1-5, Do you feel like you can **trust** that you or your loved one will be well cared for here?

1

2

3

4

5

9. Did you get to meet the administrator? (AKA the leader in the community?)

No

Yes

10. Does this community feel like it could be a home too you/your loved one?

Yes

No

Maybe

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11.	On a scale of 1-5, how clean was the community?	1	2	3	4	5
12.	Did the community offer dementia specific related activities?	1	2	3	4	5
13.	*What kind of training have their caregivers gone through?	CNA training	Teepa Snow training	The Best Friends approach	Other: Dementia specific training	
14.	On a scale of 1-5, rate the community dining program, or food options.	1	2	3	4	5
15.	On a scale of 1-5, rate your overall impression of your visit.	1	2	3	4	5
16.	Are food and snacks readily available, not just during meal times?	Yes				No

Notes:

* Was the tour guide **focused on learning more** about the problems in the current situation or who the person was or is? A focus on the situation and sharing their solution means they are more transactional in their process. If they find out more about the person, who they were and who they are, it shows their community is focused more on PEOPLE, not transactions.

*What kind of training have their caregivers gone through? CNA training would be the bare minimum requirement for training. Ideally caregivers would have additional dementia specific training, like the options listed.

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These are a variety of questions that you can ask to learn more about each community you tour.

1. How long has the leadership (Administrator) been working there?
2. What is their current availability?
3. If they are, “full”, when was their last open unit to the public?
4. What does the training process look like for their caregiving staff?
5. What are the extra costs a resident could incur throughout their stay there?
6. How did you score the last time the state came in to grade your facility?
7. How often do you have families choose to leave your community?
8. How often do you have rate increases, and what can one expect from those?
9. Do you have a nurse on staff? Do you have a nurse onsite? If so, how often?
10. What do you like about working here?
11. Are you licensed by the state? What does your licensure include or not include?

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12. How long have you worked here?

13. What are the staffing ratios when it comes to caregivers and residents?

14. Are you operated by a management company or does your company own and manage your community?

15. Tell me about the longevity of the caregiving staff?

16. How often do you do care plan conferences after they move in? How frequently will we get updates on how our loved one is doing?

Notes: