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*Difference.*



# Questions to Ask During Your Search



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# Questions to Ask During Your Senior Living Community Search

*Choosing a retirement community is a big life decision. Each family has their own individual perspectives and needs. However, there are key areas to understand that are critical to making the best move. And when it comes to finding the right community, knowing what questions to ask is your best start.*

*Here are six top areas we recommend you carefully evaluate, as well as specific questions we suggest you get answered from each community you are considering. You will find many of the answers on their websites, which will help narrow down what to ask during phone calls or meetings.*

## The Overall Quality of the Community

- Does the community offer levels of care such as a Continuing Care Retirement Community?
- Is the community accredited by a national accrediting body?
- Is information readily available about the Executive and Leadership teams?
- What credentials does the staff hold? (for example: Certified Aging Services Professionals, Certified Nursing Administrators)
- Is the community not-for-profit or corporate-run?
- How long has this community been in existence?
- What is the financial health of the community?
- Does the community measure resident satisfaction?
- What are the latest results of their satisfaction measurement?
- What is the fee structure (e.g. entrance fee , monthly fee, rental)?

## Residences, Amenities and Common Areas

- Is the community up-to-date and well maintained?
- What residence size and customization options are available?
- Is there convenient access to amenities and common areas?
- What amenities and common spaces do residents have access to?
- Are there choices in dining venues? Menu choices?
- What amenities and services are offered in the basic fee structure?
- Do residents have additional storage outside of the apartment home?
- Is Wi-Fi available?

## One of a Kind

Lenbrook is proud to be the first and only continuing care retirement community in Atlanta to achieve national accreditation by CARF-CCAC. Lenbrook first earned its designation in 1992 and has re-earned its accreditation every five years since.

## Health Services and Care

- Does the community have skilled care available on-site?
- Does the community have personal care or assisted living on-site?
- Is their skilled nursing center Medicare-certified?
- How are health services delivered to residents as their healthcare needs change?
- What is the resident/staff ratio?
- How often are inspection reports completed?
- Does the community offer referrals to established local doctors?
- Is there access to on-site health specialists?
- Are there doctors on-site?
- Is there an on-site clinic?
- How are emergencies responded to on-site?
- Is there an annual healthcare benefit? How does it work?
- Is there any tax benefit related to Health Services?

## Lifestyle & Enrichment

### **Social, Intellectual and Educational**

- What wellness and enrichment options do residents have?
- What variety of on-site cultural and social events are offered?
- Are there off-campus excursions? What types? How often?
- Are there on-site facilities and programming to accommodate hobbies?
- What lifelong learning opportunities exist for residents?
- Are there educational opportunities for residents to engage with technology?
- Are there clubs and groups to belong to?
- Is there a social membership group available to 'test drive' the community?

### **Spiritual**

- What places of worship are nearby? Is transportation available?
- Are there on-site faith services? What types?
- Are there visiting ministers, priests, rabbis?
- Does the community have an on-site chaplain?
- Are there support groups on-site, such as Parkinson's or Alzheimer's?

### **Fitness**

- What fitness and wellness programs and services are offered on-site?
- Is there a pool on-site?
- Does the community promote healthy living?

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## Location & Accessibility

### Location

- Is the community close to your family, friends and things you like to do?
- Can guests stay on-site?
- Is it easy to come and go as you please?
- What entertainment choices does the area offer? Cultural events?
- Are there nearby grocery stores and shopping?
- What are the surrounding neighborhood and greater community like?

### Transportation

- Is there assigned parking? Covered parking?
- Is valet service offered?
- Do residents have access to group transportation for group outings?
- Do residents have access to private transportation?

## Community Culture & Management Structure

- Do you like the ambiance of the community?
- Does the community feel comfortable to you?
- How friendly is the interaction between residents and staff when touring?
- How friendly are the residents?
- Do residents have input in the decisions made regarding the community? In what capacity?
- Are residents active in a residents association and resident committees?
- How does the community allow for individual privacy and space, as well as social connectedness?
- Is tipping permitted?
- Are pets allowed?

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