



SENIOR NUGGETS - SEPT 2015
**** OCTOBER 17th SENIOR DAY
AT ATHOLTON ****

HOW TO CHOOSE THE RIGHT SERVICES

- First impressions count
- Do the premises appear to be well maintained, clean, and safe?
- What is my impression of the service level?
- How are staff members interacting with persons receiving services and co-workers?
- What is the ratio of staff to persons receiving services?

Spotlight Safety

- What credentials do staff members have?
- What health and safety policies are in place, as related to incidents involving injury, medication management, natural disasters, etc.?
- What is the annual staff turnover?
- What complaint procedures exist?
- Do policies prevent reprisals?

For more information visit: <http://www.carf.org/consumer.aspx>



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- SEPTEMBER 2015

TIPS FOR CHOOSING AN ASSISTED LIVING FACILITY

- Make an accurate and honest assessment of your physical, financial, mental and lifestyle needs.
- Visit many facilities to get a sense of the choices in your area.
- Narrow down your selections to the top two or three choices and return to those facilities and ask lots of questions.
- Ask to review a copy of the Resident Agreement (facility contract)
- Ask to review the licensing or certification inspection report.
- Call the Long Term Care Ombudsman program and inquire if there are complaints about the facilities you are interested in. Contact ElderCare Locator at 1-800-677-1116 or www.eldercare.gov to find your local ombudsman who serves as an advocate for assisted living and nursing home residents.
- Make unannounced visits to the facilities you are interested in.
- Talk with the residents and their family members about the facility.
- Ask what conditions or circumstances may result in the need to relocate or move to another facility.
- Ask what the baseline fee* is and what services are included in the fee. Ask what additional charges apply for services/products.
- Choose the facility that comes closest to your needs.

*** Monthly fees subject to location (range \$1200-\$8000)**



Best wishes to all having a birthday in October.