

## Questions to Ask When Visiting an Adult Day Center

### **OPERATION:**

- How many years has the center been in operation?
- Is licensure, certification or accreditation required for the center? Is the center licensed, certified or accredited?
- What are the days and hours of operation? What is the policy concerning late arrival or late pick-up?

### **SERVICES:**

- What assistance is provided if needed, e.g. eating, toileting, transfers, dispensing medication?
- Is specialized care provided for conditions such as memory loss, Multiple Sclerosis or Traumatic Brain Injury?
- What ancillary services are offered if needed, e.g. transportation, bathing, hair styling, dental checkups, podiatry?
- Do participants have access to services such as physical or occupational therapy?
- What types of activities are provided?
- How are participants involved in planning activities?

- Are meals and/or snacks provided? How are special diets accommodated?
- How often are individual service plans written and updated? How are families involved?
- At what point is a person no longer eligible to receive care at the center?

### **STAFF:**

- What is the staff/ participant ratio?
- What kind of training does staff receive?
- Do volunteers supplement staff?

### **PAYMENT:**

- What is the fee—hourly, daily or monthly charge? Other charges—meals, snacks, transportation, outings, ancillary services? Deposit required? What types of payments are accepted—check, credit card, direct withdrawal? What is the policy for missed days?
- Is financial assistance available if needed?

***\*\*Request to see a brochure, calendar and menu.***

## Site Visit Checklist:

- ✓ Did you feel welcome?
- ✓ Were the center services and activities properly explained?
- ✓ Did you witness appropriate and meaningful activities in process?
- ✓ Was the facility easily accessible? clean, odorless and pleasant to visit?
- ✓ Were you provided information regarding staffing, programming, and costs?
- ✓ Is the facility clean, pleasant and free of odor?
- ✓ Is the building and site wheelchair accessible?
- ✓ Is the furniture sturdy and comfortable?
- ✓ Is there a quiet place for relaxing at the center?
- ✓ Did the staff and participants interact with each other, seem cheerful and comfortable?



## Potential Centers to Visit

Center Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Center Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Center Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_