



CARE

Is the care provided generic or customized to fit the needs of each resident?

What type of healthcare access is available to each resident?

Is the staff made up of licensed nurses or techs?

How many nurses are available at once?

Are nurses ECC (Extended Congregate Care) licensed?
LNS (Limited Nursing Services) licensed?

Is there a "fall management" system in place?

SECURITY

How will emergencies be handled?

What level of freedom is given to the residents in memory care?

STAFF

Is the staff friendly and engaging?

Is the staff knowledgeable and upfront regarding living options and future care?

AMENITIES

Is housekeeping provided, and how often?

What are the dining options?

Do dining options have flexibility?

Are amenities available to family member when they visit?

Will family members remain involved?



THE CLAIBORNE
AT WEST LAKE

DECISION-MAKING GUIDE

Memory Care

ACTIVITIES

Is there a wide selection of daily activities offered to match the personality of each resident?

Are there individual programs available, in addition to group programs?

ATMOSPHERE

What makes this particular memory care community appealing?

What sort of common areas are available for use? Patios? Walk Paths?

LIVING SPACE

Are there a variety of floor plans?

Are floor plans and living areas comfortable?

FINANCES

What is the monthly fee?

What does the monthly fee include?

Is there a required one-year contract or is it month-to-month?
