

What questions should I ask providers?

1. How are housemates/roommates selected for my family member? Will I have input?
2. Is the residence same sex or co-ed?
3. What activities will be available? How often? Does it depend on staffing?
4. Will my family member be able to get to church if he wants to go?
5. Will my family member have a choice in what he eats?
6. Who will decide the daily schedule, i.e. when to wake up, when to go to sleep, etc.?
7. What safety rules do you have? Will there be fire drills?
8. Is smoking permitted in the house? Does the staff smoke? If so, where?
9. What will my family member's responsibilities be in the house other than what is written in his/her ISP?
10. Will you have house meetings? Can I come?
11. If my family member gets sick, who would take him to the doctor? Will I be notified?
12. Who will pick up prescriptions? Who will be sure my family member will get his medications every day, and how can I be sure he is getting them?
13. Can my family member (and other roommates) invite friends and relatives to visit for parties or other events?
14. What is the policy on visitation? Can I drop in? How often can I come? Where would we visit?
15. How often will you communicate with me? Can I call direct care staff?
16. Do I have a say in what activities my family member participates?
17. Do you provide opportunities for parents to get together? Give examples.
18. Can I instruct direct care staff to do something for my family member? If not, what is the procedure for getting it done?
19. How often are supervisors in the home? How can I confirm that the supervisors were there when scheduled?
20. What would happen if the supervisor had a personal emergency or if there was an emergency with another resident and had to leave the house?
21. What types of written reports and records will be kept i.e. staff logs, etc. Where will they be kept? Can I review them and when?
22. Tell me how you train your staff. (My family member has positioning needs, special medical needs, etc.)
23. What does your agency do to address/correct situations when an incident occurs - "Unusual Incidents" (UI) and "Major Unusual Incidents" (MUI)?
24. What does your agency do to encourage communication between adult day programs staff and group home staff?
25. Did you receive any citations at your last licensure/Medicaid survey? If so, what were they? Can I see the report? How were they corrected and how quickly?
26. If a change needs to be made in my family member's plan, how do I go about doing that?