

**TOP 10**  
**QUESTIONS TO ASK**  
**WHILE ON**  
**AN**  
**ASSISTED**  
**LIVING**  
**TOUR**





Caring for a loved one as they age is a priority that many of us are not prepared for. If you've decided that a loved one needs to move into an assisted living facility, how do you find one where they will feel safe and comfortable? How much will it cost? How will you communicate with your loved one? How will your loved one fill their days? There are so many questions, it can be hard to know where to begin.

By equipping yourself with the right questions when you tour a facility you'll be able to better evaluate the perfect home for your loved one that fits their lifestyle.

We created this guide so you can be prepared for your next assisted living facility tour.



## 1. WHAT IS THE CULTURE LIKE?

Not every day will look the same, but it's important to have a general idea of what your loved one can expect based on the atmosphere, the activities and events. This could be in the form of activities and events, but more importantly, it's the general feeling of a community. You want to know the environment will match your loved one's personality so they can feel like they're at home and not just a place where they can rest their head.

Lutheran Village Assisted Living, located in Ashland, OH, is a one-story, homelike facility with activities such as exercise classes, Bible study, games, animal therapy, a newly renovated beauty salon and a kitchen common area for baking to the heart's content. These activities allow residents to socialize and build new relationships with friends and the staff. New residents report staff and residents at LVA made them feel welcome from the very first day. Those personal connections will make a loved one's transition into their new environment much easier!



**LUTHERAN  
VILLAGE HAS A  
NURSE ONSITE  
24 HOURS A DAY,  
AN UNCOMMON  
FEATURE IN  
MOST ASSISTED  
LIVING  
FACILITIES  
TODAY.**

## **2. WHAT KIND OF EXPERIENCE WILL MY LOVED ONE HAVE WITH THE STAFF?**

One of the worst fears you can have is moving your loved one into an environment where the staff does not know them. Learning about the staff will either sell you on a facility or have you running for the hills. A tour guide should provide honest, straightforward answers that give you an overall picture of how your loved ones will be treated daily in their new home.

At Lutheran Village, all nursing staff are required to complete on-the-job training where they shadow and work directly with another caregiver and learn the needs and interests of each resident at our facility. There is a nurse onsite and an RN on call 24 hours a day, which is not always true for every assisted living facility.

You should never have to question the level of care or attention your loved one receives at any facility. The staff at LVA is constantly looking for ways to accommodate all residents' needs, no matter how small. The core management team at LVA has been serving Ashland's seniors for many years and will always offer nothing less than respect and kindness.

### 3. HOW CAN I STAY IN CONTACT WITH MY LOVED ONE AND STAY UPDATED ON THEIR ACTIVITIES?

Moving mom, dad or any loved one in need of assisted living can be a stressful, emotional process. Leading up to it, there can be a lot of tension between family members. Is this a mistake? Will Mom be OK? Will she feel abandoned?



To ease your concerns, you should be able to reach out to your chosen assisted living facility and not be afraid to ask for updates and speak to your loved one directly.

During these times especially, keeping in contact with a loved one and knowing where and how you can reach them is important. That's why Lutheran Village provides Caremerge, an online family communication portal that allows staff to communicate with families of residents. Family members are updated on what is going on in their loved one's life and also on facility-wide announcements.

Beyond general updates, Caremerge allows staff to keep family members in the loop on their loved one's day and to communicate any questions or needs their loved one may have.

## 4. CAN WE KEEP OUR EXISTING TEAM OF MEDICAL PROFESSIONALS?



One common concern you or your loved one may have is if they will have to change their current doctor or other medical staff to the facilities' staff once they move in.

These relationships have long been established and the doctors, nurses and other healthcare professionals already understand their emotional needs, so it would be a shame to lose them.

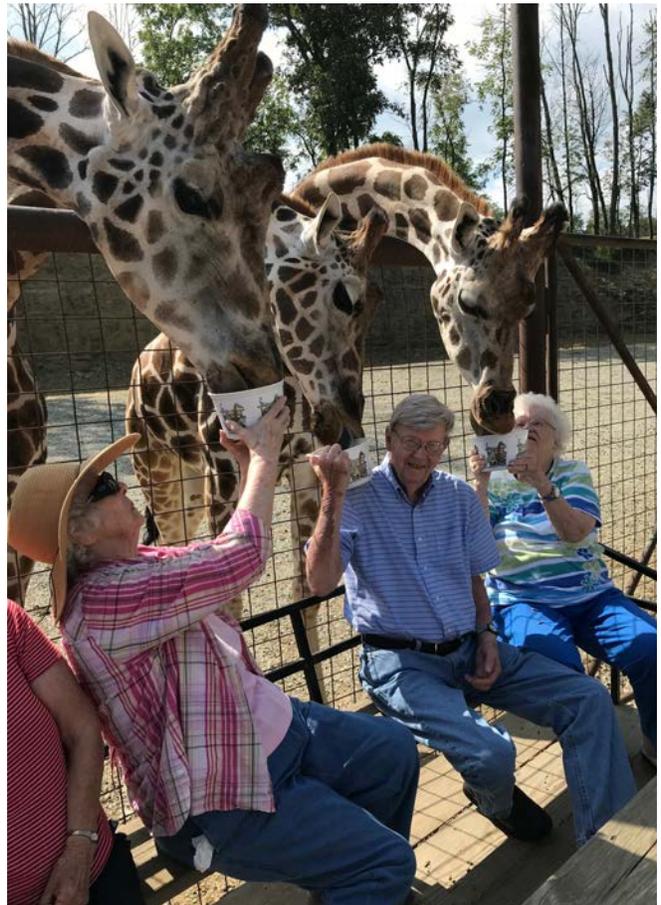
Ask this question to your tour guide and figure out how much of an impact that will have on your loved one's overall happiness. See if they use CarePredict, a wearable technology that tracks activities of daily living too. CarePredict is a tracker worn on the wrist that detects changes in the daily activity pattern of a senior and alerts staff when things are different than usual.

We know how important those previously established relationships are, which is why at LVA, your loved one can keep their current doctor and medical team. And yes, our residents do use a wearable technology CarePredict!

## 5. WHAT TYPES OF ACTIVITIES AND EVENTS DO YOU OFFER AND HOW DO WE FIND OUT ABOUT THEM?

If your loved one is someone who enjoys being involved and always wants to participate in activities and make friends, they're definitely going to want to be in a place that offers them the socialization they desire.

The best assisted living facilities will have so many activities and events for your loved one to choose from, there is no way he or she would be lonely or bored! Make sure you are getting a thorough look at the activity area in the facility you are touring. Ask what events are coming up and look for informational boards or calendars that outline activities for the week or month.



At Lutheran Village, on a typical day, residents have a variety of activities to participate in, including a seated exercise program, Bible and church services, resident outings to encourage them to continue to be part of the community, theme days and birthday parties. There are also events like cookouts or holiday meals specifically planned to families to attend.

## 6. WHAT IF MY LOVED ONE EVENTUALLY NEEDS MORE CARE THAN YOU OFFER?

Sometimes your loved one's condition may become more serious or complicated than an assisted living facility can handle. You should ask what the next steps would be if that happens to your loved one while living in the facility.

Don't automatically assume that a nursing home is their only option. No one's condition or situation is the same, so reach out to the best assisted living facility that will work with you to find a solution that suits your loved one's needs.

More than 95% of Lutheran Village residents never have to leave our facility to go to a nursing home.

One thing that sets us apart from most assisted living facilities is our age in place philosophy. We don't automatically discharge a resident to a nursing home because their needs are becoming more challenging. As long as we can safely meet a resident's needs, we will incorporate homecare or even hospice services to help them stay in their home and be comfortable. However, if your loved one must be moved to a nursing home, we work very closely with our sister facility LSS The Good Shepherd, also in Ashland, so that if you choose to go there the move is easy and seamless.

**MORE THAN 95% OF LUTHERAN VILLAGE RESIDENTS NEVER HAVE TO LEAVE OUR FACILITY TO GO TO A NURSING HOME.**



## 7. HOW ARE MEALS HANDLED AND HOW IS FOOD PREPARED?

Food is very important to most people and it can be very important to a senior who is leaving their home and their kitchen. Ask a tour guide to show you around the community dining area and to review a menu. You may even ask to taste the food, if you would like.

As you review the menu, notice the kind of food choices your loved one will be able to make. How versatile is the menu? How many options are available? Having a good variety and not being limited to just a few type of meals is important.

We want our residents to have choices at Lutheran Village, which is why we developed a resident dining committee where we review menus and see what the residents do and do not like. We have a menu that is supervised by a dietitian, however, residents also have a choice in what they eat. If a resident doesn't like what's on the daily main menu, there is what we call the "Village Fare Menu" where they can choose anything from cheeseburgers, soup, sandwiches or salads.

## 8. HOW IS BILLING HANDLED AND ARE ANY SERVICES BILLED SEPARATELY?

There's no universal payment plan that every assisted living facility uses, which is why this question is so important. You should have a thorough understanding of the services you are paying for and if there are any additional fees that may be added to your bill in the future.

**WE WOULDN'T RAISE  
YOUR BILL JUST  
BECAUSE YOUR LOVED  
ONE IS HAVING A  
ROUGH WEEK.**

At Lutheran Village, our fees are not a la carte, meaning you will receive the same bill every month as long as your loved one's level of care stays the same. There will never be additional fees added to your bill without you knowing about it ahead of time. Our rates are all inclusive, so you will never be nickle-and-dimed with additional fees for room and board, dining, etc.

We also won't raise your bill just because your loved one is having a rough week. We look for ongoing patterns and changes that could change your loved one's level of care and will bring you into the discussion before any changes are made. In addition, we do an assessment both prior to move-in day and after move-in day to assign the appropriate level of care to that resident.

We will work with you to see if your loved one is entitled to veterans or survivorship benefits that could help pay for assisted living. We will also work with you to engage a long-term care insurance policy if applicable.



## 9. WHEN CAN WE VISIT AND HOW OFTEN?

The pandemic has required a change in visitation policies for every assisted living facility, so this question should be somewhere on your list. And although it's very limited now, it's important to know not only what contact you can have with your loved one once they've moved in now but also what it will look like in the future when things get back to normal.

For everyone's safety during COVID-19, residents at Lutheran Village can have scheduled visits, socially distanced with masks required.

On a normal day at Lutheran Village, however, there are no limitations on visiting hours, and residents can even have overnight visitors if they so choose. We want residents to feel at home in their new space. They are home, after all!



## 10. WHAT MEASURES ARE TAKEN TO KEEP MY LOVED ONE SAFE DURING THE PANDEMIC?

A lot of things look different these days and this question will certainly be at the forefront of your mind when searching for the right assisted living community for your loved one.

COVID-19 has impacted skilled nursing and assisted living facilities across the nation, so it's understandable you would want to know what precautions and extra measures are being taken in order to ensure your loved one's safety. An assisted living facility should already provide a high level of cleanliness and care, but you need to know if the place you will be potentially placing your loved one in takes the best interest and safety of their residents to heart, no matter what is going on in the world.

Residents at Lutheran Village are screened twice daily for temperatures and symptoms. Staff are continuously updated on guidelines and procedural changes from local health departments and the CDC. Our staff wear masks, our residents wear masks, and current group activities have been limited. We have supplies of personal protective equipment at all times and have enhanced cleaning and sanitation of our building. This is our residents' home and we care for them and our staff as family.

# SCHEDULE A TOUR

You have an important decision to make and want to find the best care available for your loved one. Along with this decision can come feelings of guilt or being overwhelmed.

We would love to introduce you to our seasoned staff who can provide dedicated care for your loved one. We'll show you our apartments, common areas and dining area. You'll quickly see that we are committed to treating your loved one like family during every interaction.

We can give you a demo of our communication portal that enables our families to know what their loved one is doing each day and also a demo of our wearable technology that tracks changes in their health before serious issues happen.

We'll guide you and your loved one through each step in the process.

Soon you will stop feeling overwhelmed and instead watch your loved one thrive in their new home.



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