



What Questions Should I Ask Providers?

1. How are housemates/roommates selected for my family member? Will I have input?

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2. Is the residence same sex or co-ed?

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3. What activities will be available? How often? Does it depend on staffing?

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4. Will my family member be able to get to church if he wants to go?

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5. Will my family member have a choice in what he eats?

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6. Who will decide the daily schedule, i.e. when to wake up, when to go to sleep, etc.?

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7. What safety rules do you have? Will there be fire drills?

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8. Is smoking permitted in the house? Does the staff smoke? If so, where?

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9. What will my family member's responsibilities be in the house other than what is written in his/her ISP?

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10. Will you have house meetings? Can I come?

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11. If my family member gets sick, who would take him to the doctor? Will I be notified?

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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?

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13. Can my family member (and other roommates) invite friends and relatives to visit for parties or other events?

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14. What is the policy on visitation? Can I drop in? How often can I come? Where would we visit?

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15. How often will you communicate with me? Can I call direct care staff?

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16. Do I have a say in what activities my family member participates?

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17. Do you provide opportunities for parents to get together? Give examples.

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18. Can I instruct direct care staff to do something for my family member? If not, what is the procedure for getting it done?

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19. How often are supervisors in the home? How can I confirm that the supervisors were there when scheduled?

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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?

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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?

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22. Tell me how you train your staff. (My family member has positioning needs, special medical needs, etc.)

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23. What does your agency do to address/correct situations when an incident occurs - "Unusual Incidents" (UI) and "Major Unusual Incidents" (MUI)?

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24. What does your agency do to encourage communication between adult day programs staff and group home staff?

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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?

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26. If a change needs to be made in my family member's plan, how do I go about doing that?

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