



Seniors Housing & Care Questionnaire

Health Care

- Is there 24/7 healthcare staff onsite or is staff contracted from an outside agency?
- Is there an onsite Registered Nurse 24/7 and an onsite geriatric doctor available to residents?
- Is a regular care team working closely with the resident and resident's family, or is it different staff day to day?
- Can the staffing model meet scheduled & unscheduled /emergency care needs? ie. toileting, sudden illness, falls, etc.
- What is the healthcare staff to resident ratio?
- What levels of care are available? Can someone move within care levels as their needs change?
- Is there memory/dementia care and long term/palliative/ hospice care available on-site?
- Is there a written plan of care for each resident?
- What measures does the community have in place to prevent the spread of infection? How did the site manage the COVID-19 pandemic?
- Do you have the ability to care for and house residents with advanced care needs (ie. Long Term Care)? Is there any assurance that this level will be readily available at this facility if / when I need it?
- How can you assure me that this is the last move I will ever have to make, regardless of how my care needs change?

Nutrition

- How many meals/snacks are provided per day and are they approved by a registered dietician?
- Can special dietary needs be met?
- Is food frozen, premade, reheated and served or is it made fresh daily?
- Are there set meal times or flexibility?

Living Spaces

- Can residents decorate and personalize their own spaces?



Canterbury

FOUNDATION

- What is included and what will I pay extra for (ie. Meals, housekeeping, laundry, activities, medical and personal care)?
- Can couples stay together despite different care needs?

Staffing

- Are staff members required to undergo background checks?
- Is there a licensed geriatric social worker on staff?
- Do staff receive training on identifying elder abuse and is there encouragement to report suspected abuse?

Activities

- What activities are available to residents and how often?
- Are residents actively encouraged to participate in activities?
- Is live entertainment part of the activities? What kind and how often?

Miscellaneous

- Are visitors allowed any time or are there specific visiting hours?
- Are religious services provided onsite or nearby?
- What did you notice about the staff caring & interacting with the residents as you toured the community?
- Is there a sense of community and well-being?
- Did the staff seem welcoming, knowledgeable, and able to answer questions?
- What feeling did you get when touring the community?