

Questions I wish more people asked on tours!

Jay Benedict, MBA

22 Malcolm Ave. SE, Minneapolis, MN 55414

Direct: (612) 623-7007 | jay.benedict@fairview.org





How's the food?

“We have great food. Residents are happy!”

“What steps do you take to address the concerns raised by residents or their families about the quality of food?”



How are you REALLY different?

- Food
 - Vegetarian meals, specialized diets, dining options, celebrations, catering
- Apartment Amenities
 - Smart homes, community rooms, green amenities / electric car charging, pool
- Activities / Programs
 - U of MN Alumni Endorsement, Intergenerational Living, season passes
- Transportation
 - MyCar, Lightrail
- Care
 - Continuum of Care, Dimensions Program, Struthers, Bariatric Care



Will I have to move again and again?

Continuum of Care

- Level of Care capacity (UDALSA)
- Two person transfers
- Diabetic support
- Skilled care
- Memory Care “Behaviors”
- Hospice
- One on one care
- Independent Living services

Financial Concerns

- Elderly Waiver
- Private Pay
- Veterans Benefits
- Special Programs

“What is your plan for addressing the growing demand for assisted living services in the community, considering capacity restraints?”



 THE PILLARS
OF PROSPECT PARK



Can I afford?

- Elderly Waiver
 - policy, number of spots
- Private Pay
- Veterans Benefits
- Medicare / Insurance
- Monthly Extras
- Annual increases
- Lease Term
- LTC
- Average Care Level
- Entrance Fees
- Move out expenses



“How do you ensure transparency and accountability in financial transactions with residents and their families?”





Are residents happy here?

MN Rates all Senior Livings

- Resident Satisfaction
- Family Satisfaction
- State Surveys

“Have you had any safety issues involving residents in the facility and how were they resolved?”

“Have you had recent memory care elopements?”

Other satisfaction ratings

- Talk to residents and family members
- Google
- Facebook
- Resident council
- Move out rates
- Unscheduled tour visits

Can you provide statistics on resident satisfaction and how they compare to industry standards?

Who's the management team?

- History of the company
 - Can you share examples of successful partnerships with local healthcare providers or community organizations?
 - Who owns the community and are they non-profit vs. for profit?
- Leadership Team and staff
 - How long has your executive director been onsite? How many life enrichment members are there?
 - Staff turn over: how do you address concerns of staff turn over? Do you utilize agency staff?
 - Philosophy of Care, Communication – how often? What Channels?
 - What Opportunities do you provide for ongoing staff training and development?
 - “Why do you love working for the management team?”



Will I feel welcomed here?

- Diversity and inclusion

- Statistics, Staff Training, Special Programs,

- “What steps have you taken to improve diversity and inclusion within your facility?”

- Religious services “Do you have concerns on the lack of cultural or religious accommodations for residents?”

- Pet Friendly

- Maintain clean spaces, extra fees, amenities

- Ambassador Program

- What is the approach to fostering a sense of community amongst residents and staff?

- “How do you help me make new friends?”

- Try Before I buy?

- What’s my first month look like? Staycation, unscheduled visits, a meal with residents



Am I alone in NOT wanting to move
out of my house?

NO!!



Am I alone in NOT wanting to move out of my house?

- 88% of seniors want to age in place, 92% happy they did!
- 70% of seniors over 65 will need some form of long-term care.
(Department of Health and Human Services)
- The average age of assisted living residents is 85 years old.
(National Center for Assisted Living)
- Recourses to help move: “ How can you make the move easier?”





“What would residents say is the best part of living here?”



**ALUMNI
ASSOCIATION**
Official Senior
Living Community

WELCOME HOME, GOPHERS!