

How Do I Choose a Center?

We encourage you to schedule a tour or a trial day at an ADS center to get a feel for what the center has to offer. Observing the environment, staff, and activities using the questions below can help you determine if the center is a good fit.



Warm, Respectful Interactions

- ✔ Does staff communicate in a respectful and encouraging manner?
- ✔ Are they patient and avoid rushing or completing tasks for participants?
- ✔ Do staff avoid ageist language, such as "baby talk" or oversimplified phrases?
- ✔ Do they speak politely, in a clear tone, and make eye contact?

Age-Appropriate Activities

- ✔ Are the activities stimulating, enjoyable, and designed with older adults' interests and abilities in mind?
- ✔ Are the activities appropriate for adults?

Clean, Safe and Secure Environment

- ✔ Does the center appear clean, well-organized, and compliant with state safety and accessibility standards?
- ✔ Are there non-slip mats, handrails, and clear walkways?

Security and Navigation

- ✔ Are entrances, exits, and stairways secured to prevent wandering?
- ✔ Does the layout allow participants to navigate the space safely and independently?

Transportation Services

- ✔ Does the center provide transportation? If yes, is it one-way, round-trip, or both?
- ✔ Ask about the frequency and flexibility of transportation schedules (e.g., fixed or adaptable times).

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Quality Health, Wellness Support, & Privacy

- ✔ Does the center offer medication management?
- ✔ Can they offer meds directly or only provide reminders?
- ✔ Is personal care (e.g., toileting or dressing) handled with respect and dignity?
- ✔ Does the staff prioritize participant comfort, privacy, and boundaries?



Nutritious Meal and Snack Options

- ✔ Are meals and snacks balanced, nutritious, and appealing?
- ✔ Does the center offer choices and accommodate dietary restrictions (e.g., low-sodium, diabetic-friendly)?
- ✔ Are participants' health, preferences, and dignity respected in meal planning?

Caregiver Support

- ✔ Are there resources for caregivers, such as support groups or educational sessions?
- ✔ Does the center provide regular updates about the participant's activities, mood, and health?
- ✔ Is there a focus on partnership and communication with caregivers?

Special Services

- ✔ Does the center offer any specialized services like salon/haircuts, podiatry, eye or dental checks, special outings, or other unique services?