

## **TIPS FOR SELECTING DAY SERVICES**

### **Program Questions**

- Do I get a choice of places for my day services?
- Do you offer employment supports? If so, what are they?
- Will you help me get a job?
- Do I get a choice in who works with me and interview potential new staff?
- What do you look for in the new people you hire?
- Do you have transportation available to and from the day site, work, etc.?
- Do you provide transportation for other things, such as doctors' appointments?
- How many people come here to the day program?
- Are meals provided here? Is there any cost?
- Do we go on regular trips in the community and to places where everyone else goes (i.e., out to eat, shopping, etc.)?
- What are the hours of the day program?
- Is there an attendance policy?
- How do I get my medicine if I need it during the day?
- Can you manage and provide for my specific support needs?
- How will you get my feedback on how well you are meeting my needs?
- Can my friends and family visit me at any time?

### **Administrative Questions**

- What is your complaint/grievance procedure?
- What is your policy on Abuse, Neglect, Mistreatment, and Exploitation?
- What is your policy on the use of restraints?
- Is your organization certified by the state?
- How do you handle emergency situations, such as weather and medical emergencies?
- Do you have a nurse on-site or available if needed?
- How long have your staff been with you?
- What kind of training do they have to have?
- Are the staff full time or part time?
- How long have you been in business?
- What experience does the Executive Director have?
- Is information about people kept confidential?
- Do you have insurance on this home?
- Who will be the staff working with me? Can I meet them?
- Do you do background checks on all staff?

Do I or my family have expenses we are responsible for? What are these? Who manages the expenses?

Who gets my check? Can I manage my own money? Will you help me if I need it?

Will you let my family and friends know if I am ill or not feeling well?