

Questions to ask Day Service Providers

Staffing-Related Questions:

- ▶ What initial training does the staff receive prior to working with individuals? What ongoing training does staff receive and how often?
- ▶ How does the agency determine the amount of staffing needed for a person?
- ▶ How does the agency determine if more or less staffing is needed, due to a change in the person's life?

Day Opportunities:

- ▶ What Day Activity options does the agency provide?
- ▶ Does the agency provide work where you earn money while learning work skills? How and when are individuals paid?
- ▶ Does the work area have proper equipment for work and training?
- ▶ How much support/training is available for getting and keeping a community job?

Transportation:

- ▶ What means, if any, of transportation are available and how is it paid for? What qualifications do you require of drivers?
- ▶ How does the agency maintain vehicles?

Agency Related Questions:

- ▶ How I be notified of medication / lifestyle changes? or Suspected Abuse, neglect, or exploitation?
- ▶ What am I responsible to pay for? (activities, medications, briefs, etc...)
- ▶ How does the agency determine the quality of the services provided?
- ▶ What is the agency's emergency management plan?
- ▶ How will the agency accommodate involvement in the community and how often? Who pays for this?

Behavioral / Medical Concerns:

- ▶ What is the policy regarding management of behaviors and use of psychotropic medications?
- ▶ What does the behavior management committee do and who is on it?
- ▶ How are medical issues, including medications managed? Who schedules Doctor's appointments?
- ▶ Does provider have access to proper adaptive equipment needed? (i.e. lift, or accessible van with lift)