

Choosing a memory care community is a deeply personal decision.

We've created this guide to help you understand what truly matters, what questions to ask during a memory care tour, and how The Arlington's all-inclusive neighborhood can help your family navigate this journey.

During your tour, you may see residents in different stages of memory loss. This is normal. We meet each person where they are, providing compassionate, individualized care through our research-based Heartfelt Connections – A Memory Care Program®, supporting comfort, dignity, and meaningful connections every day.

Enjoy Your Tour!





It's important that residents remain engaged through tailored programs and therapies.

QUESTIONS TO ASK

- What evidence-based programs do you offer?
- Do you use Montessori-based activities to reduce agitation, improve eating, enhance cognition, and promote independence?
- How are activities personalized to each resident's abilities and interests?
- What life skills stations or interactive elements help spark memories?
- How are behavioral challenges like agitation, wandering, or sundowning managed?

OUR TIP

Look for residents smiling when participating in art and music therapy, fitness, and interactive activities.

The Arlington's Approach to Memory Care Programming

We are guided by the principles of Heartfelt Connections – A Memory Care Program®, an evidence-based approach that helps residents find purpose, dignity, and joy in each day. Our high staff-to-resident ratio creates a deeper connection allowing us to learn about each resident's story and celebrate their individual abilities.



Memory care is about treating every resident holistically, through dining, services, and amenities.

QUESTIONS TO ASK

- How many meals and snacks are provided daily? Are dietary restrictions accommodated?
- What role does staff play during mealtimes?
- Are meals planned by a nutritionist to support cognitive function?
- Are hygiene products like disposable underwear included, or are they additional costs?
- Are transportation services provided for appointments, errands, or outings?

- What housekeeping, laundry, and maintenance services are included?
- Are therapy services (physical, occupational, speech) available on-site?
- What wellness or fitness programs are offered for residents in memory care?
- How is social engagement encouraged – clubs, events, outings?
- Are pet visits allowed, or are there pet therapy programs?

NOTES



WE'RE HERE FOR YOU.

*If you would like to learn more about
memory care at The Arlington, please call
(239) 420-9517 or scan the QR code.*



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 thearlingtonofnaples.com

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A memory care community should be an extension of your family, encouraging you to connect with your loved one as you would at home.

QUESTIONS TO ASK

- How do you keep families informed – meetings, newsletters, technology?
- What are your visitation policies?
- Does programming encourage family members to be partners in care?
- Do you offer support services or resources for family members? Do you offer family support groups?
- What is the process for onboarding new residents?

OUR TIP

Look to see if any family members or friends are visiting residents while on your tour. Staff should be interacting with residents and their loved ones in a kind, patient, and professional manner.

FAMILY INVOLVEMENT

Understanding the cost of memory care is a vital part of planning. Ensure that what you're paying for includes everything your loved one needs.

QUESTIONS TO ASK

- What is included in the monthly fee?
What services cost extra?
- Do prices increase annually?
What's the maximum increase?
- What payment options are available – Veterans benefits, long-term care insurance, financial assistance?
- What happens if care needs change?

OUR TIP

When scheduling your tour, ask if you can also sit down with a team member for a personal financial consultation.

The Arlington's memory care neighborhood is all-inclusive. That means one monthly fee covers the resident's private memory care suite, care services, activities, amenities, and dining.

COST & TRANSPARENCY

Memory care community staff should feel like family members who care for your loved one the same way you would.

QUESTIONS TO ASK

- What is your staff-to-resident ratio during the day, evening, and night?
- What dementia-specific training does your staff receive? Is it ongoing?
- Does your state require dementia care training for memory care staff?
- Will my loved one see consistent caregivers, or does staffing rotate frequently? What is your staff turnover rate?
- Are licensed nurses available 24/7?

OUR TIP

Look for staff members who are attentive, calm, and genuinely engaged with residents.

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COMMUNITY STAFF