

CONTINUING CARE RETIREMENT COMMUNITIES (CCRCs)



Continuing care retirement communities (CCRCs), or life care communities, offer maintenance-free housing and a multi-dimensional lifestyle along with a contract for health care services. A CCRC is distinct in three important ways from other types of retirement communities:

- Offers a combination of living accommodations and a “continuum of care” for the remainder of the resident’s life.
- The continuum of care encompasses different levels of service all at one location, from independent living to assisted living and skilled nursing. These services are either pre-funded or provided on a fee-for-service basis for the remainder of the resident’s lifetime.
- CCRC residents sign a contract that involves the right to live in a specific place and the intent to purchase services.

This worksheet is designed to familiarize you with the types of services offered by CCRCs.

Consider reviewing the guide in advance of your visit and bring a copy to take notes when you evaluate the community.

Topics to Address:

Community profile	Activities and amenities
Community basics	Staff
Location	Management
Parking/Storage/Transportation	Contract and fees
Community environment	Assisted living considerations
Community services	Skilled nursing considerations
Health and medical care	Memory care considerations

Release from liability: Any selections the individual or family makes in terms of care are the sole responsibility of the decision maker. The Financial Professional, Franklin Templeton, and The Center for Innovative Care in Aging at the Johns Hopkins University School of Nursing are held harmless and released from any liability that may occur from selecting a care center, caregiver, community or facility.

INVESTMENT PRODUCTS: NOT FDIC INSURED • NO BANK GUARANTEE • MAY LOSE VALUE

Community profile

Name of community

Date visited

Address

Phone no.

City

State

Zip code

Contact name

Your rating 1–5 (5 being the highest)

Community basics

Number of total residents

Number of skilled nursingbeds

Number of assisted living residents

Number of independent residents

Number of available units

What is the average length of stay?

What is the setting (e.g., in-town, suburban, country)?

What is the average age of the residents?

What is the name of the developer/sponsor?

Is the sponsor for-profit not-for-profit (Affiliated with: _____)?

What is the financial position of the sponsor? (Request financial statements.)

Is there debt? If yes, how is it structured?

Yes No

How many years has the community been in business?

What is the history of any parent company or sponsor?

What is the occupancy rate (%)?

Is there a waiting list?

Yes No

What is the cost to join the waiting list?

Is the cost refundable?

Yes No

How long is the waiting list?

Community basics (continued)

How is the waiting list managed?

What is the percentage of residents from the local area?

What is your model unit preference?

What are the admissions criteria?

Health _____

Financial _____

Location

Is it convenient to family?

Yes No

Is it convenient to friends?

Yes No

Is it convenient to shopping/restaurants/entertainment (e.g., movies)?

Yes No

Is it convenient to medical care (e.g., doctors, specialists, hospitals, specialized rehabilitation facilities)?

Yes No

Parking/Storage/Transportation

What are the parking accommodations for residents (e.g., garage, driveway, on-street)?

Is resident parking free?

Yes No

Is parking assigned?

Yes No

Is there ample visitor parking?

Yes No

Are there additional storage units?

Yes No

Does the community offer transportation to shopping, doctors, etc.?

Yes No

Is scheduled transportation or public transportation offered nearby?

Yes No

Community environment

Does it feel welcoming?

Yes No

Do the residents appear happy and engaged?

Yes No

Does the facility appear clean?

Yes No

Community environment (continued)

How are shared areas managed to prevent the spread of germs?

Can residents bring personal items from home? Yes No

Is there a secure outside area for the residents to walk in? Yes No

Are pets allowed in independent living? Policies/rules/restrictions? Yes No

Are pets allowed in assisted living? Policies/rules/restrictions? Yes No

Community services

Is there a 24/7 concierge system? Yes No

Is there a security system? Yes No

Is there an emergency response system? Yes No

How is staff trained to handle emergencies (e.g., fire/outbreak/quarantine)?

How does management communicate when an outbreak of any type occurs?

What security measures are in place to keep residents with Alzheimer's disease from wandering out of the building (the assisted living facility or the skilled nursing facility)?

How do you accommodate a couple if one spouse needs a higher level of care?

Health and medical care

What type of health care and medical care services are available during each phase — independent, assisted living and skilled nursing?

	Phase of Care					
	Independent		Assisted living		Skilled nursing	
	Yes	No	Yes	No	Yes	No
In-house physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurse/medic on call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellness care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other specialists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and medical care (continued)

Is there an on-site pharmacy? Yes No

Are residents required to use the on-site pharmacy? Yes No

How are emergency health problems handled?

What is the protocol for contacting family members should an emergency or another important issue arise?

Is short-term skilled nursing and rehabilitation available if someone requires them after an illness or surgery? Yes No

Is there someone on staff to help arrange doctor appointments? Yes No

Are there doctors on site on certain days? Which specialists? Yes No

What is the lead time to be seen by a doctor?

Is there a social worker on staff for help with care and resources, if needed? Yes No

What type of care (e.g., home health aides or skilled nursing care) can be brought into the residence if additional support is required?

What happens if there is a short-term need for hospitalization?

How often do residents return to the residence after a stay at rehab or a hospital?

What health setbacks would trigger a move from independent living (e.g., mobility, incontinence, oxygen, cognitive decline or dementia)?

Who makes the decision to move the resident to a higher level of care?

What happens if assisted living or skilled care is needed and there is no available space (i.e., unit/bed)?

Who is the contact when the family has questions about patient care?

Activities and amenities

How are new residents welcomed to the community?

Optional services:

- | | |
|--|--|
| <input type="checkbox"/> Housekeeping _____ | <input type="checkbox"/> Storage _____ |
| <input type="checkbox"/> Handyman _____ | <input type="checkbox"/> Visitor parking _____ |
| <input type="checkbox"/> Salon _____ | <input type="checkbox"/> Guest rooms for visiting families _____ |
| <input type="checkbox"/> Linen/Laundry _____ | <input type="checkbox"/> Other _____ |

Activities and amenities (continued)

What types of activities and events (e.g., book clubs, bingo nights, holiday events, etc.) are offered?

What amenities (e.g., pool, tennis, fitness, dining, golf, etc.) are offered?

Are there dining options available?

Yes No

Are meals part of the service provided in every phase — independent, assisted living and skilled nursing?

Yes No

Are the costs for meals included in the monthly fee?

Yes No

What meals are provided each day (e.g., breakfast, lunch, dinner and/or snacks)?

Can specific dietary needs be accommodated?

Yes No

If meals are not included in the monthly fee, how much do they cost?

How would the process work if one needed to have meals arranged for them?

Staff

Is the staff available 24 hours a day?

Yes No

Is the staff friendly, respectful and personable?

Yes No

What is the staffing level on weekdays, weekends and evenings?

What is the staff turnover rate?

Management

Who determines the management of the community?

How is the management supervised?

What feedback mechanisms exist for residents and their families?

Contract and fees

What services are included in the care agreement/service contract?

What types of contracts are offered (e.g., Type A, B, C, D, etc.)? Attach the community's fee schedule to this page after your visit.

By what percentage have the monthly fees increased over each of the last five years?

How often are fees increased and by how much?

For what reasons and how much notification is given?

What happens if a resident can no longer cover their monthly fees?

What happens if a resident wants to leave after a month, year or several years?

What happens if a resident dies? What portion of the entrance fee will be refunded to the estate?

Could the community discharge a resident? If so, for what reason? Please provide some examples.

What would the financial implications of a discharge be?

Check with local regulatory agencies and the Better Business Bureau to confirm compliance and see if any complaints have been filed.

CCRC housing options

Residents of CCRCs have the certain knowledge that as they age and their health care needs grow, they can access additional levels of care in the community. Though the need for care may not be immediate, be sure to explore the breadth of quality of that care and the process by which decisions will be made that may affect your quality of life.

Assisted living considerations

What level of care is provided in assisted living? For example, what health setbacks would surpass its capabilities?

Is there a written plan for the care of each resident, and is there an ongoing process for assessing changing needs? Yes No

What is the ratio of staff to residents?

How difficult is it to secure an assisted living space (when necessary)?

Who makes the final decision about a long-term move to or from assisted living?

What health setbacks would trigger a move from assisted living to skilled nursing?

Skilled nursing considerations

What types of health care and personal care services are available?

Is there a written plan for the care of each resident, and is there an ongoing process for assessing changing needs? Yes No

What is the ratio of staff to residents?

Who makes the final decision about a long-term move to or from skilled nursing?

How are medical problems handled?

What is the overall Medicare rating?

Memory care considerations

Does the facility have a special wing or floor for residents with dementia or cognitive impairment? Yes No

What type of training has the staff received in caring for residents with dementia or cognitive impairment?

Who does the training?

How does the staff handle behaviors such as wandering and agitation?

What security measures are in place to keep residents with Alzheimer's disease, dementia or cognitive impairment from wandering out of the building?

Is the staff available 24 hours a day? Yes No

Who makes the final decision about a long-term move to memory care?

For facilities without specific memory care units, what training has the staff received to care for people with memory-related issues?

Who is the contact when the family has questions about patient care?

Any information, statement or opinion set forth herein is general in nature, is not directed to or based on the financial situation or needs of any particular investor, and does not constitute, and should not be construed as, investment advice, forecast of future events, a guarantee of future results, or a recommendation with respect to any particular security or investment strategy or type of retirement account. Investors seeking financial advice regarding the appropriateness of investing in any securities or investment strategies should consult their financial professional.

All investments involve risk, including loss of principal.

Franklin Resources, Inc., its affiliates, and its employees are not in the business of providing tax or legal advice to taxpayers. These materials and any tax-related statements are not intended or written to be used, and cannot be used or relied upon, by any such taxpayer for the purpose of avoiding tax penalties or complying with any applicable tax laws or regulations. Tax-related statements, if any, may have been written in connection with the "promotion or marketing" of the transaction(s) or matter(s) addressed by these materials, to the extent allowed by applicable law. Any such taxpayer should seek advice based on the taxpayer's particular circumstances from an independent tax advisor.

Any information, statement or opinion set forth herein is general in nature, is not directed to or based on the financial situation or needs of any particular investor, and does not constitute, and should not be construed as, investment advice, forecast of future events, a guarantee of future results, or a recommendation with respect to any particular security or investment strategy or type of retirement account. Investors seeking financial advice regarding the appropriateness of investing in any securities or investment strategies should consult their financial professional.

Franklin Resources, Inc., its affiliates, and its employees are not in the business of providing tax or legal advice to taxpayers. These materials and any tax-related statements are not intended or written to be used, and cannot be used or relied upon, by any such taxpayer for the purpose of avoiding tax penalties or complying with any applicable tax laws or regulations. Tax-related statements, if any, may have been written in connection with the “promotion or marketing” of the transaction(s) or matter(s) addressed by these materials, to the extent allowed by applicable law. Any such taxpayer should seek advice based on the taxpayer’s particular circumstances from an independent tax advisor.

All investments involve risk, including loss of principal.

Investors should carefully consider a fund’s investment goals, risks, charges and expenses before investing. To obtain a summary prospectus and/or prospectus, which contains this and other information, talk to your financial professional, call us at (800) DIAL BEN/342-5236 or visit franklintempleton.com. Please carefully read a prospectus before you invest or send money



Franklin Templeton Distributors, Inc.
One Franklin Parkway
San Mateo, CA 94403-1906
(800) DIAL BEN® / 342-5236
franklintempleton.com