

# Touring Tips

Questions to ask when visiting a senior living community

## Find your retirement community!

When you look for a senior living community, take the time to find one that offers a lifestyle that matches your expectations. Putting in the work during the search process will help ensure that you find a new home that meets your needs.

We recommend that you tour at least three different communities, ask lots of questions, and talk to residents about their experiences. It's a big decision and it's important to get all the information you need to make the right choice.



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## Touring Tips

### • FIRST IMPRESSION

Were you greeted promptly by front desk staff and offered assistance?

### • OBSERVE TEAM MEMBERS

Observe team member and resident interactions. Are the team members patient and kind? Were you greeted by residents?

### • OBSERVE RESIDENTS

Observe residents socializing and/or attending activities. Ask residents about their experiences.

### • REVIEW PLANNED ACTIVITIES

Is an activity calendar readily available? Are the activities things you enjoy?

### • NOTE THE CONDITION OF THE ENVIRONMENT

Is the building clean and odor free?

### • NOTE SAFETY CONDITIONS

Are the hallways, doorways and common areas conducive for safe walking?

### • TAKE THE TIME TO HAVE A MEAL

Is the service friendly and attentive? Are the dining hours and food choices flexible? Did the dining team meet your food handling expectations?

### • MEET THE GENERAL MANAGER AND KEY STAFF

How many team members are scheduled? Check on evening availability and a system for obtaining assistance 24-hours a day.

### • ASK ABOUT TRAINING AND CREDENTIALS

Is there a licensed nurse? How many hours per day or per week is the nurse in the building?

### • REVIEW STATE SURVEY

Is the most recent state survey available for review?

### • NOTE YOUR FINAL IMPRESSIONS

Does the community feel like home?