



TAKING A TOUR?

Some things to keep top of mind when looking at a
Memory Care, Assisted Living or Retirement community.

TOUR CHECKLIST

Tip: To get a good, thorough feel for the residence, try to visit it more than once.

- ☐ How is the appearance of the building? Are the grounds well-maintained? Is the interior warm, inviting and homelike?
- ☐ Were you greeted promptly by front desk team and offered assistance and a refreshment?
- ☐ As you tour the community, observe staff and resident interactions. Is the staff patient, helpful and kind? Were you greeted and welcomed by residents and staff as you toured?
- ☐ Did you observe residents socializing with each other and/or attending activities? Ask a resident about their community experiences.
- ☐ Take the time to have a meal. Is the service friendly and attentive? Are the dining hours and food choices flexible? Did the staff meet your food handling expectations?
- ☐ Is there a common dining area? Is it clean? Are meals served all day, every day? Or are there set times for meals?
- ☐ Can residents have snacks? Can residents have food in their rooms?
- ☐ Does the menu vary and offer appealing foods? Is the food nutritious?
- ☐ What happens if a resident has to leave the residence?
- ☐ Is there a transportation service? Can residents arrange for transportation? Can transportation service be arranged on short notice?
- ☐ Is there a place of worship? Can residents be transported to church or other worship services?
- ☐ Was there an Activity/Life Engagement calendar posted or is there one in the tour packet? If so, do any of the planned activities meet you and your family member's needs?
- ☐ Is the building clean and odor free?
- ☐ Are the hallways, doorways and common areas conducive for safe walking? Are floors non-skid for walkers and wheelchairs?
- ☐ Do rooms and bathrooms have emergency call buttons? Do they have handrails?
- ☐ Take time to meet the Executive Director and other key team members.
- ☐ How many staff members are scheduled throughout the day?

Tip: If it is permitted, take time to visit with some of the residents and gather their opinions on how they like the community.

- ☐ What is the staff-to-resident ratio rate?
- ☐ What is the staff turnover rate? Do employees stay long enough to form healthy relationships with the residents? Do they know residents' names? Are the interactions friendly or tense?
- ☐ What training, continuing education, or licensing do staff members receive?
- ☐ How are residents' concerns handled?
- ☐ What is evening availability of Care Team, and the system for obtaining assistance 24-hours a day?
- ☐ Ask about staff training and credentials. Meet the licensed nurse at the Community.
- ☐ How many hours per day or per week is the nurse in the building?
- ☐ Are there doctors, nurse practitioners, dentists, optometrists, podiatrists, or other health care professionals who come to the facility to evaluate and treat residents?
- ☐ Do residents have written care plans? Who writes the plans? How often are they reviewed and updated?
- ☐ What are the medicine policies? Are residents allowed to take medicine on their own?
- ☐ What rights do residents have?
- ☐ Is the most recent state survey available for review?

NOTES

Tip: Research the residence. Use the Better Business Bureau and your Area Agency on Aging to gather information. Have there been any complaints? If so, when were the last complaints issued? Is the facility licensed? Are financial and inspection records available?

CONTACT US TODAY TO SCHEDULE A TOUR OR REQUEST MORE INFORMATION.



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