



Get the most out of your tour

Choosing a senior living community is a big decision. To help you feel prepared going into a tour and gather the information you need to make the best choice, here are the questions you should ask and the features you should look for.

What should I look for when touring?

- Does the outside of the building appear clean and inviting?
 - Is the landscaping well-manicured?
 - Is the parking lot in good condition and clear of trash?
- Upon entering, how were you greeted?
 - Did you receive a warm welcome?
- How are staff members treating residents?
 - Are they kind and caring?
 - Are they addressing residents by name?
- How do staff and residents appear?
 - Do staff members smile at you as they pass?
 - Are residents happy and engaged?
 - Are staff and residents dressed and well-groomed? (for assisted living and memory care)
- Are there group activities in progress? Are residents relaxing or socializing in common areas?
- Is the community clean and scent-free?
- Are exits clearly marked?
- Are handrails available throughout hallways?
- Is the temperature comfortable?
- How is the lighting throughout the community?
- What outdoor spaces does the community offer?





What safety precautions and services are available?

If touring an independent living community:

- Does this community provide 24/7 staffing?
- What third-party health agencies does the community partner with? Who coordinates these visits?
- What is the community's emergency response plan? How are medical emergencies handled?

If touring an assisted living or memory care community:

- Does this community provide 24/7 staffing? Is there a registered nurse on-site at all times?
- Are individual service plans created for each resident? How are plans carried out?
- Are residents and families included in the process of preparing individualized service plans? What about current care providers?
- Is there a physician who visits the facility regularly?
- What third-party health agencies does the community partner with? Who coordinates these visits?
- What level of medication management is available? Does staff administer medications?
- What is the community's emergency response plan? How are medical emergencies handled?
- What additional services are available? Can residents "age-in-place" or do they have to move facilities as their care needs change?
- Does the community offer housekeeping and linen services? Is there an on-site maintenance team?
- Is scheduled transportation available?





What social, entertainment and wellness opportunities are available?

- What types of common areas does the community have for residents to enjoy?
- What types of activities are offered? Ask for an activity calendar.
- What types of outside entertainment visit the community?
- How often are events held on-site? Are families invited?
- Does the community plan outings for residents? What are some examples?
- What opportunities for exercise are available? Is there a fitness room? Do they offer group fitness classes?
- Is on-site therapy available?
- What are the outdoor spaces like? Is there a shaded space to enjoy? A garden area? Walking paths?
- Are any religious services offered?

What are the dining options?

- Is the dining room clean, spacious and bright?
- How many meals are served daily? Are made-to-order options available? Ask to see a sample menu.
- Is food prepared on-site?
- Does the food look fresh and appealing?
- Are nutritious snacks available throughout the day?
- Can meals be delivered to resident apartments?
- Is there a private dining room available for reservation?
- Are catering services available for group events?





What are apartments like?

- What features are available?
- Does the apartment offer a kitchen or kitchenette?
- Is there ample storage and closet space?
- Are there privacy blinds or covers on windows?
- Is individual climate control available?
- What safety features are in place?
 - How does a resident call for help in case of an emergency?
 - Are there safety-assist rails in bathrooms?
 - Is there a walk-in shower or tub?

How much will this cost and what are my financing options?

- What are the monthly fees? What is included in this cost?
- Is the community offering pricing incentives or move-in specials?
- Is renter's insurance required?
- What financial planning and funding resources are available?
- Is individual climate control available?
- What safety features are in place?
 - How does a resident call for help in case of an emergency?
 - Are there safety-assist rails in bathrooms?
 - Is there a walk-in shower or tub?

