

LIVING WELL FOR SENIORS

Location of Community

- Is the location easily accessible?
- Is the neighborhood safe and well-lit?
- Is it convenient to restaurants, shopping, and entertainment?
- Is it near hospitals and doctor's offices?
- Are there nearby walking paths or green spaces?

Building and Grounds

- Is the landscaping neat and well-maintained?
- Are parking areas level, clean, and well-lit?
- Are hallways and common spaces bright and odor-free?
- Are there comfortable outdoor areas or patios?
- Are safety features such as handrails and ramps in good condition?
- Are there visible security cameras or staff monitoring entrances?
- Is the furniture modern and in good condition?
- Are the grounds easy to navigate for someone using a walker or wheelchair?

Staff

- Are team members friendly and engaged with residents?
- Do they greet residents by name?
- Is there a nurse on staff 24/7 (for assisted living)?
- What is the ratio of caregivers to residents?
- Do staff seem patient, respectful, and compassionate?
- How long have most staff worked here? (High turnover can be a red flag.)
- Does management seem visible and approachable?
- Did the tour guide ask about your needs or interests?

Activities and Lifestyle

- Does the community have a full-time Activities Director?
- Is there a printed or digital activities calendar?
- Are there options that match your interests (fitness, arts, outings, etc.)?
- Do they host regular events, parties, or social hours?
- Are there opportunities to attend off-site trips or excursions?
- Do residents seem engaged and active?
- Are religious or spiritual services offered on-site?

Health & Safety

- Are there staff available in an emergency 24/7?
- What happens if your care needs increase over time?
- Are medication and health services available if needed?
- Are transportation services available for appointments or shopping?
- Are safety drills or emergency procedures explained clearly?

Tour Checklist

Apartments or Suites

- Do they have the floor plan or size you need?
- Is the apartment close to dining, elevator, or activities?
- Are rooms bright, clean, and free of odors?
- Can you bring your own furniture or décor?
- Do residents control their own heating and cooling?
- Are there emergency pull cords or call systems?
- Are bathrooms equipped with grab bars and walk-in showers?
- Are there sprinklers and smoke detectors?
- Do they allow pets?
- What's the policy for maintenance or repairs?
- How much notice is required if you move out?
- Is there a buy-in or community fee?
- Is the monthly cost within your budget?
- Are there visiting hours or guest accommodations?

Dining Experience

- Did you try a meal during your tour?
- Do they serve a variety of foods, including fresh produce?
- Are meals prepared on-site?
- Can residents have input into the menu?
- Are special diets (diabetic, low-sodium, vegetarian) accommodated?
- How many meals per day are included in the price?
- Is the dining room bright, cheerful, and social?
- Is there a private dining room for guests?
- Do residents seem to enjoy mealtime and conversation?

COVID-19 and Wellness Protocols

- Do they have a clear wellness or infection-control plan?
- What cleaning or sanitizing practices are in place?
- What are the move-in health requirements?

Cost & Contract Details

- What services are included in the monthly rate?
- What services are extra?
- How are rate increases handled?
- What happens if a resident temporarily leaves for rehab or hospital care?
- Are there financial options or flexible payment plans available?

Your Impressions

- Did you feel comfortable and welcome? Did residents seem genuinely happy?
- Could you picture yourself or your loved one living here?
- What stood out to you — positive or negative? _____
- Additional notes or questions: _____

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