

## What to Look for on a Tour of an Independent or Assisted Living Community

<b>Name of community</b>			
<b>Address</b>			
<b>Telephone number</b>			
<b>Contact person</b>			
<p>After you have narrowed down your options, invite a family member or friend to join you on a tour of the communities that interest you. Try to get a sense of how comfortable you feel on site. Do you respond positively to the staff and other residents? Can you imagine yourself having a good quality of life there?</p>			
<b>Questions</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Rental community?			
Buy-in (continuing care)?			
Alzheimer's/Memory Care?			
Skilled nursing facility?			
Offers independent living?			
Offers assisted living?			
Located in residential area?			
Located in commercial area?			
Quality of the neighborhood?			
Proximity to grocery, clothing shops			
<b>Licensing and Services</b>			
Is the facility licensed?			
Is a contract signed?			
Can a contract be terminated?			
Is there a refundable deposit and what is the policy?			
Is there a policy on insurance and personal property?			
Clean, well-maintained environment?			
Warm, friendly atmosphere?			
Furnished/unfurnished?			
Smoking policy?			
Full kitchen provided?			
What is the pet policy?			
How is telephone and cable TV billed?			

<b>Questions</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Is the facility well-designed for residents' needs?			
Are residents transferred from facility when care needs change?			
Are additional services available/included in cost?			
Transportation included?			
Housekeeping included?			
Telephone included?			
Meals included? What is meal program?			
Television included?			
Emergency call system?			
Utilities included?			
Visitation policy for family and grandchildren?			
Are there medication policies?			
Is there a policy on response to medical emergencies?			
Is there assessment of potential resident needs?			
Are resident's needs reassessed periodically?			
Is staff available to give 24 hour assistance for Activities of Daily Living?			
Are there medical care providers available to residents?			
How does the community communicate with family?			
How are new residents welcomed into the community?			
<b>Amenities</b>			
Concierge?			
Fitness Center?			
Pool?			
Beauty salon?			
24 hour emergency response system/staffing?			
Game/card room?			
Activity room?			

<b>Questions</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Computer center?			
Dining room open for breakfast, lunch, dinner?			
Walking path or circuit?			
<b>Dining</b>			
Is the dining room attractive?			
Is dining room seating assigned?			
Are tables covered with linens?			
Are wait staff dressed appropriately?			
What are the choices for entrees?			
Are dining room chairs upholstered?			
How many entre options are offered?			
<b>Activities</b>			
Evidence of an organized activity program?			
Cultural programming?			
Card games?			
Volunteering in community?			
Fitness programming?			
Brain stimulation programming?			
Off-property activities?			
Is there a variety of age-appropriate activities?			
<b>Ask yourself these questions</b>			
Is your guide friendly and educated about seniors?			
Is the facility clean-smelling, well-lit and nicely furnished?			
Is the staff visible, professional, smiling?			
Is there a good staff/resident ratio?			
Are residents well-groomed and attractive?			
Is the food appetizing and nutritious?			
Are guest meals offered?			
What are your impressions of the lobby?			