

COMMUNITY TOUR CHECKLIST (PAGE 1 OF 2)

Print this checklist for each senior living community you visit.
Compare answers to important questions, facts and impressions.

<i>Name of community</i>

<i>Contact name & phone number</i>

<i>Date of visit</i>

Location:

- Community is conveniently located for family and friends to visit
- Surrounding neighborhood is safe
- Shopping and entertainment centers are nearby
- Medical facilities and personal physician are nearby

Hospitality:

- Visitors are greeted promptly and warmly
- Staff members smile and offer courteous greetings
- Staff members address residents by name and show respectful familiarity
- Residents are friendly and welcoming
- You feel safe, unpressured and comfortable
- All your questions are given diligent attention

Entertainment & Programming:

- There is a calendar of activities and programs
- There is a list of resident clubs, groups and committees
- There are multiple fitness programs and classes
- Classes, lectures and other learning opportunities are offered regularly
- There are volunteer opportunities inside and outside the community

- Spiritual support and/or religious services are offered
- Entertainment and cultural events are offered
- There are multiple activities and opportunities that appeal to you

Dining:

- Dining venues look and smell inviting
- Tables, chairs and linens are clean and in good condition
- Residents may invite guests for meals
- Resident committee works with dining services staff on menu planning
- The community accommodates special diets
- Dietician or nutritionist is involved in meal planning
- There are multiple dining venues
- You have sampled several meals

Support Services:

- State survey is available (Assisted Living, Memory Care)
- Housekeeping, maintenance and laundry are provided
- Transportation services are available
- Staff is on hand around the clock
- Nurse station or wellness clinic is available
- Counseling and/or psychology services are available

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Pricing Structure:

- List of services included in the monthly fee is available
- Meal plan is clearly explained
- A list of additional fees residents typically incur is available
- If there is an entrance fee, you understand refundability options
- Pricing sheets for floor plans, contract types and care services are available

Staffing:

- Staff members undergo background checks prior to employment
- Satisfaction survey scores are available for review
- A plan is in place for medical emergencies, natural disasters and other crises

Community Financial Health:

- Explanation of annual rate increases is provided
- Community invests in capital improvements

Property & Maintenance:

- Community is clean and well maintained
- Ample parking is provided for residents and visitors
- Parking area is convenient and well lit
- Safety features are in place such as handrails and grab bars
- Residences have safety features, including an emergency alert system and fire suppression system
- Residents are free to decorate their apartments according to their personal taste
- Community is pet-friendly

**Finally, note how you feel.
Does the community look and
feel like a place you would be
comfortable calling home?**

Additional Notes
