

The Complete Guide to Senior Living Community Visits

Touring the Community & Living Spaces

- Can we tour the common areas and see an apartment? Do you offer live virtual tours? _____
- What apartment sizes are available, and what are the costs? _____

- What is included in the base cost? Can I see a price sheet and room dimensions? _____

- Are apartments furnished or unfurnished? Can residents personalize their spaces? _____
- What is the pet policy? _____
- Is internet/Wi-Fi access provided? _____
- Is housekeeping included? _____

Care Levels & Health Services

- What are the different levels of care, and what do they include? Is care a la carte or all-inclusive? _____

- What licenses does the community hold (Personal Care Home or Assisted Living), and how do they impact the level of care? _____

- Is there a one-time community fee? _____
- Is there a nurse onsite 24/7, or just on-call? _____

- Are caregivers trained to meet specific medical needs, such as Dementia, Parkinson's, or other conditions? _____

- Are there restrictions for certain prescriptions? _____

- Do you have medication technicians who administer medications or LPN's?

- Can I speak with the Director of Nursing about care planning? _____
- Can I meet the Executive Director to understand their leadership style? _____
- What is the resident-to-caregiver ratio? _____
- What is the communication protocol in case of an emergency (hospitalization, natural disaster, etc.)? _____

- What are the current visitation policies and COVID-19 protocols? _____

Medical & Support Services

- Do you have an in-house physician? _____
- Does your staff coordinate home health care visits if needed? _____
- Are hospice and physical therapy services available? _____
- Is a written care plan created for each resident? If so, how often is it updated? ____

- Is transportation available for doctor's appointments? _____

Dining & Nutrition

- How many meals are provided daily? _____
- Is dining available all day, or are there set mealtimes? _____

- If my loved one misses a meal can they get something eat between meal times?

- Are snacks available? _____
- Can meals be customized for dietary needs (gluten-free, vegetarian, etc.)? _____

- Can residents take meals back to their rooms? If so, is there a fee? Is there a delivery fee? What happens if they get sick, do you charge to take food to their room? _____

- Can I see a menu? You want to see a real menu, not a sample menu. _____

Staffing & Safety

- Are staff subjected to background checks? _____
- Are staff trained in elder abuse and neglect prevention? If so, can you go into detail? _____
- Does the community have a policy for reporting suspected abuse? _____

Activities & Social Engagement

- What types of activities are offered, and how often do they occur? _____

- Can I see the activity calendar? No sample but a real calendar. _____

- Do you provide transportation for grocery shopping or other outings? _____

- Are there scheduled outings, restaurants, day trips? _____

- Is live entertainment provided? If so, how often? _____
- Are religious services offered onsite? _____
- Family Nights? How often? _____

Move-In & Additional Fees

- Are there specific days we have to move in? Weekends? _____

- What does day of move-in look like? _____

- What are the policies for overnight guests and visiting hours? _____

- Are there any additional fees beyond rent and care costs? _____

Additional Questions:
