



Senior Residence Tour Checklist

Your loved one's safety is our top priority! Please use this list of questions to help you evaluate a potential senior residence, such as a nursing home, memory care, an active adult, independent living, assisted living, or continuing care retirement community.

Environment:

- Is the residence located in a safe neighborhood?
- Is the residence close to your family and friends?
- Do you like the appearance of the residence? Are the grounds well maintained? Is the interior of the residence cheerful and homelike?
- Is the residence clean and odor-free?
- How many people live in the residence?
- Is the floor plan easy to follow?
- Are there common areas with enough space for residents to spend time together?
- Are outdoor areas available to residents?
- Can residents come and go freely? Are visitors allowed to come and go freely?
- Is the facility located near a community Hospital or Urgent Care Center?

Tip: To get a good feel for the residence, try to visit it more than once (unannounced, if possible).

Residents:

- Do the residents seem happy and content?
- Are they friendly?
- Are they interacting with each other and/or you?
- Are there social groups or other organized activities for residents?

Tip: If you are permitted, take time to talk to some of the current residents about how they like the community.

Staff:

- What is the staff-to-resident ratio?
- Do the staff members seem rushed, stressed out, or overworked?

- How do staff members interact with the residents? Do they know residents' names? Are the interactions friendly or tense?
- Do staff members treat each other professionally?
- What training, continuing education, or licensing do staff members receive?
- How are residents' concerns handled?
- Safety:**
 - Are the common areas and hallways well lit?
 - Can residents with walkers or wheelchairs get around easily?
 - Are the floors nonskid?
 - Are bathrooms handicap accessible? Do they have handrails?
 - Are there sprinklers and smoke detectors?
 - Are exits clearly marked?
 - Are there safety locks on the doors and windows?

Tip: Use the [Better Business Bureau](#) and your [Area Agency on Aging](#) to research the residence. Have there been any complaints? Is the facility licensed? Are inspection records available?

Amenities:

- Are there different types or sizes of units, private and shared rooms?
 - Are the bathrooms private? Will they accommodate a wheelchair or walker?
 - Do all rooms have a telephone? Cable TV? Internet access?
 - What is provided in each room? Can residents bring their own furniture and decorate their space?
 - Is the facility smoke-free?
- Is there a meal plan?
 - Is there a common dining area? Is it clean?
 - Are meals served every day? All day or at set times?
 - Does the menu vary and offer appealing, nutritious foods?
 - Are snacks available?
 - Can the meal service accommodate special food needs?
- Is there a laundry service?
- Is there a transportation service?
- Is there a worship service?
- Are residents allowed to have their own pets? Does the residence have community pets?

- Does the residence offer special services, such as a salon or pharmacy?

Services and Medical Care:

- What personal care services are available (for example, assistance with eating, bathing, dressing)?
- Are staff members available 24 hours a day? Is a doctor available 24 hours a day?
- Are there doctors, nurse practitioners, dentists, optometrists, podiatrists, or other health professionals who come to the facility to evaluate and treat residents?
- Does the residence regularly assess residents' care needs?
 - Does the assessment include input from the resident, family members, staff, and doctors?
 - What happens if a resident's care needs change?
- Do residents have written care plans? If so, who develops the plans? How often are they reviewed and updated?
- Is the residence Certified to care for those with Alzheimer's or Dementia?
- What are the medicine policies? Are residents allowed to take medicine on their own?
- What happens when a resident develops a medical condition?
- What is the procedure for responding to medical emergencies?

Contracts and Finances:

- Did the residence provide you with a contract that details all fees and services, as well as admission and discharge policies? Is it easy to read and understand?
- What rights do residents have?
- What happens if a resident has to leave the residence?
 - Why would a resident be asked to leave? How much notice would the resident receive?
 - If the resident is in the hospital, is his or her room reserved?
 - Who makes a transfer or discharge decision?
- How much is the entrance fee?
- How much is the monthly rent?
 - What is included in the rent? Are utilities and telephone included?
- What is the security deposit?
 - Is the deposit refundable?
- Does the residence bill for services?
- Does the residence accept long-term care insurance?
- Are there any programs to help cover the costs of services?

Call me directly with any questions you may have or guidance you may need.

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