

Assisted Living Community Tour Checklist

Community Name _____

On the way in

- Is the neighborhood quiet and pleasant?
- Is there easy parking outside, including handicapped spaces?
- If your family member will be bringing a car, is parking provided?
- Is the building's exterior clean and attractive?
- Are the grounds attractive, with plants and trees?
- Is there a safe, enclosed area where residents can walk and socialize?

The greeting

- Do you like your tour guide?
- Do you feel that he or she is listening to your needs and questions?
- Do you feel pressured in any way, or like someone is "selling" you?
- Does the tour guide speak only to you (the adult child) or does he/she make an effort to include your loved one?
- Are you able to talk to staff members other than the tour guide, either in a formal session or informally during or after the tour?

The walking tour: Common spaces

- Are the common spaces in the community pleasant and appealing?
- How many rooms are there where the residents can spend time with each other and with visiting family members, and can you imagine your loved one using these common spaces?

- Are hallways well lit and easy to navigate, with handrails for safety and plenty of room for wheelchairs?
- Are there shared pets in the community (such as dogs, cats, miniature horses, fish, or birds)?
- Are there plants, and do they look well cared for (free of dust and well watered)?

The walking tour: Residents' living spaces

- Do most residents have a private room or share a room?
- Is it possible to view all the different types of rooms available?
- Does each room have a private, handicapped-equipped bathroom, or is there one shared bathroom?
- Are residents' rooms personalized with photos, mementos, or other possessions?
- Is there adequate closet and storage space?
- Is there good lighting and are there attractive views in each room?

The walking tour: Staff

- Do staff members know residents' names?
- Are they quick to respond to requests for help?
- Do staff members treat each other professionally?

The walking tour: Food

- Are the dining rooms clean and attractive?
- How many meals per day are provided?
- Are there snacks and, if so, how and when do residents get them?
- Can the community cater to specific dietary needs or special requests?
- Can the residents bring food back to their rooms, and/or are there kitchens in the rooms?
- Can visiting family members join the residents for meals?

- Do the residents seem to like the food?
- Can you taste the food or come for a meal to try it yourself?
- Is there a private room available for family celebrations or private family dinners?

The walking tour: Activities

- Is there a posted, varied schedule of activities, and are there any activities that you think your loved one would participate in?
- Do the residents have any scheduled interaction with the outside local community, whether because volunteers come into the community or residents go on regular outings?