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?