

Touring Checklist: Senior Living



When calling or visiting a prospective senior living community, use this checklist to keep notes, compare communities, and get answers to important questions.

General Observations

- ☐ You are greeted and feel welcome
- ☐ Exits are clearly marked
- ☐ Plenty of indoor and outdoor common areas
- ☐ Areas are clean and odor-free
- ☐ Residents appear engaged and happy
- ☐ Residents appear well-groomed
- ☐ Bathrooms have accessibility features like handrails
- ☐ You're comfortable with the medical-emergency procedures
- ☐ Pet-friendly environment

Staffing

- ☐ A licensed nurse is on staff
- ☐ Staff are kind and caring to residents
- ☐ Staff call residents by name
- ☐ Staff are tenured
- ☐ Staff appear well-groomed
- ☐ Staff have experience with your specific care needs/diagnosis
- ☐ You're comfortable with the staff-to-resident ratio

What other certified or licensed professionals are on staff, and what are their hours?

Living Units

- ☐ Private bathroom in unit
 - ☐ Natural lighting is good throughout the day
 - ☐ Temperature is comfortable and controllable
 - ☐ Emergency call system you feel comfortable with
 - ☐ You'll receive an appropriate amount of privacy
 - ☐ Who will have keys to your home?
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Personal Services

- ☐ Care and service assessments done prior to admission ☐
- ☐ Assistance with activities of daily living ☐
- ☐ Additional services available if needs change ☐
- ☐ Outside care provider visits are coordinated ☐
- ☐ Meals are nutritious and appealing ☐
- ☐ Dietary accommodations are offered ☐
- ☐ Interesting on-site and off-site activities and events ☐
- ☐ Residents are enthusiastic about the activity schedule ☐
- ☐ Staff-coordinated transportation is available ☐
- ☐ Housekeeping, laundry, and linen services ☐

What unique therapies or services are offered?

Who coordinates activities (staff, residents, or both)?

Finances

- ☐ Requirements for renter's insurance are clear ☐
- ☐ There is an appeal process for dissatisfied residents ☐
- ☐ Monthly price breakdown is clear ☐
- ☐ All additional fees are mentioned ☐

What sort of pricing incentives, move-in specials, or other financial programs are available?

How long is the wait-list, and how are availabilities awarded? Is it first come, first served?
