



## Senior Living Touring Guide

This guide helps seniors and families decide which community is best for themselves or their loved ones. Since the COVID-19 outbreak the communities are more cautious and may not be offering tours at this time. However, virtual tours are available so that you can see the property, the amenities and the apartments available. The following are some questions to ask:

### Building - Outside

Is the outside of the building clean and welcoming?	
Does the community have ample parking for residents?	
Are there walking paths?	
Is there a patio?	
Is there a communal garden?	
Is smoking allowed?	
If so, where is the designated smoking area?	
Are there any other special nuances to the community?	

### Building – Inside Common Spaces

When walking into the building were you welcomed?	
Is the building inviting?	
Is the building clean?	
What common spaces are available to residents? ◦Bar/Lounge/Pub ◦Beauty Parlor ◦Café ◦Card Room ◦Chapel ◦Craft Room ◦Fitness Room ◦Guest Dining Room ◦Internet Area ◦Library ◦Salon and Spa ◦Theater ◦Wellness Center ◦Other:	
Are pets allowed?	
Is there a resident pet? What kind?	
Is there banking on site?	
Is there a concierge who accepts packages on behalf of residents?	

### Apartment Amenities

Is there a check-in bar at the door that tells staff if residents are up and have left their apartment?	
What size apartments are available? Studio, 1-bedroom, 2-bedroom, companion suites, etc.?	
Is there a private bathroom?	
Is there a refrigerator?	

Is there an electric stove or cook top?	
Is there a microwave?	
Is there a sitting area?	
Are the closets large enough?	
Where are the emergency pull cords located?	
Does the apartment include cable? Is there a separate fee?	
Does the apartment include WiFi? Is there a separate fee?	
Can modifications be done to any apartment, i.e: paint, carp closets	

### Meals

How many meals are provided per day?	
How much does it cost for extra meals?	
Can extra meals or guests' meals be purchased?	
How much do extra meals and guest meals cost?	
Can meals be delivered to the apartment?	
Are there specific dining times?	
Are tables assigned?	
Is there a nutritionist on staff?	
Can meals be prepared for food allergies, dietary plans and special needs?	
Is the food prepared fresh daily?	
Does the menu vary from day to day?	
Can meals be made for a special event or occasion?	
Can people sample the food?	

### Resident Life

Are there guided activities by a certified activities director?	
What types of activities are available?	
Are the events and special events posted?	
Are the activities geared towards the residents who live here?	
Do residents get to go on special trips or outings?	
Is there any live entertainment provided?	
Are residents encouraged to participate in activities?	
Can friends and family visit any time?	
Are residents allowed overnight guests?	
What is the guest policy?	



Is there guest parking?	
Are there religious services? What services?	

### Staff

What is the ratio of CNAs to residents?	
Is there a nurse on site 24 hours per day?	
What is the staff turnover rate?	
Is the staff trained on elder abuse, neglect and other important safety?	
Is there an emergency plan in place and are employees trained on it?	
Do any of the CNAs or nurses have special certifications?	
Do staff members speak your loved one's language?	

### Health

Are care plans developed and shared with the POA?	
If there is a health issue how long will it take to get notified?	
What is the medication policy?	
Can medications be self-administered?	
Is there someone who can help coordinate home health care visits, physical therapy, podiatry, dentistry, etc.?	
Do doctors visit here?	
Is there a written policy for medical emergencies?	
Are incontinence supplies included with monthly fees?	
What is the assessment process for services a resident may need?	
Does the process include family and physician input?	
Is transportation available for doctor's appointments?	
Is there a separate fee for transportation?	
Is hospice available on site?	
If care levels increase what is the cost?	



**Other**

Is renter's insurance required?	
What are the move-in and move-out policies?	
How much notice must I give if I move out?	
Is there a move-in or move-out fee?	
Was there anything in your last state inspection report that needed to be corrected? Have they been corrected?	
Is there an evacuation plan?	
Are there any extra fees we should know about?	
Has anyone had COVID-19 in this building?	
Did anyone die from COVID-19 in this building? If so, how many residents and staff?	
What are the policies for flu-season, illness and pandemics?	
What are the terms of the contract?	
What is security like? Are there cameras in hallways or the front and back door?	
Can we install a camera in the apartment / room?	
Is there a mailbox? Is a key provided?	
Who places the mail in the mailbox? Postal service or an employee?	
If 911 is called which city responds?	
What is the hospital utilized by emergency personnel?	
Does all staff carry a walkie-talkie or do they wear an ear piece?	