

Senior Living Community Tour Checklist

25 Essential Questions to Ask During Your Visit

Crucial Care

- Are all caregivers CNA-certified, and what is the caregiver-to-resident ratio?
- How long has the registered nurse been employed at the community?
- How many hours per week is the registered nurse on-site?
- Are residents well-groomed (clean clothing, nails, hair) and appear engaged in activities?

Management & Leadership

- Who owns the community? Are the owners actively involved or present on-site?
- How long has the administrator been with the community?
- Can you review the most recent state survey report?
- Do staff appear friendly and engaged, or stressed and avoidant?
- Does your tour guide use inclusive words when talking about activities, such as “We go to the zoo.” It’s a community, and it is condescending to use the third person “they.”

Physical Environment

- Does the community smell clean (not masked by air fresheners)?
- Are the grounds and lobby well-maintained, calm, and welcoming?
- Are carpets clean and windows free of smudges/fingerprints?
- Are outdated or seasonal decorations appropriately removed?
- Is the environment free from clutter (especially important in memory care)?

Resident Living Spaces

- Is the apartment conveniently located near dining and activity areas?
- Are TV services and a landline phone available?
- Is there reliable internet, and is it included in the base price?

Dining & Food Services

- Does the food look appetizing, and are residents enjoying their meals?
- Can dietary needs and special diets be accommodated?
- Is dining open seating (preferred) or assigned seating?

Activities & Engagement

- Is the activity calendar engaging and actively followed?
- What outings and entertainment are offered weekly? What costs extra?

- Does the community provide transportation? (Days, distance limits?)

Additional Considerations

- What religious or spiritual services are available?
- What is the pet policy? Are pet care services offered through a third party company?

Notes & Resources

- Refer to Chapter 4: *Touring Communities* for deeper insights and cost considerations
- Download full resource: <https://www.thechangingfaceofseniorliving.com/>