

Touring Checklist: Assisted Living



When calling or visiting a prospective assisted 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?

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?

Notes: _____

