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

### 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

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

What unique therapies or services are offered?

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

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?