

# Tour Questions Checklist

*Independent Living, Assisted Living & Memory Care*

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**Use this checklist during community tours to evaluate fit and uncover potential issues.** These questions help you go beyond the marketing presentation to understand the realities of daily care, staffing, and resident experience.

## Staffing & Care

- What is your staff-to-resident ratio during day, evening, and night shifts?
- How do you handle staffing when someone calls in sick?
- What is your staff turnover rate?
- How often does the same caregiver work with residents (consistency)?
- What training do caregivers receive for dementia care, fall prevention, and behavioral issues?
- Is there a nurse on site? What are their hours?
- How do you communicate with families about changes in condition or incidents?

## Assessment & Care Planning

- How do you assess a new resident's needs before move in?
- How often are care plans reviewed and updated?
- What happens if care needs increase? How is that determined and communicated?
- Can I see a sample care plan?

- Who makes decisions about care level changes?

## Safety & Supervision

- How do you prevent falls? What is your fall rate?
- Are there cameras in common areas? Privacy policies?
- How do you handle wandering or elopement risk?
- What is your emergency response protocol?
- How often do you check on residents overnight?
- What safety features are in apartments (grab bars, emergency call buttons)?

## Medication Management

- Who administers medications?
- How are medications stored and tracked?
- What happens if a dose is missed or there is an error?
- How do you coordinate with pharmacies and doctors?
- Can residents self-administer some medications?

## Activities & Engagement

- Can I see this week's activity calendar?
- What percentage of residents participate in activities?
- How do you accommodate residents who don't want to participate?
- Are activities tailored to individual interests and abilities?
- What cognitive or therapeutic activities do you offer?

## Dining & Nutrition

- Can I see this week's menu?
- How do you accommodate special diets (diabetic, low sodium, pureed)?
- What if my loved one refuses to eat or forgets to eat?
- Can family members join for meals?

- How do you monitor weight and nutrition?

## Financial & Contract Questions

- What is the total monthly cost, including all fees?
- What triggers a rate increase or care level change?
- What is your refund policy?
- Are there community fees or entrance fees?
- What happens if we can no longer afford the cost?
- What is not included in the base rate?

## Discharge & Transitions

- Under what circumstances would you ask a resident to leave?
- How do you handle transitions to higher levels of care?
- What is your policy on hospice care?
- How much notice is required if we decide to leave?

## Red Flags to Watch For

- Staff seem rushed, stressed, or disengaged
- Unpleasant odors (urine, poor ventilation)
- Residents left alone in common areas with no engagement
- Vague answers about staffing ratios or turnover
- Pressure to sign quickly or limited transparency
- No willingness to let you visit during different times of day

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National Care Planning Council

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