

# Preparing for a Senior Living Community Tour

## Questions to Ask When You Visit

Choosing a senior-living community is a major decision that should be carefully considered. If you or your family members are looking into different communities, it is important to visit in person and gather as much information as possible. The community you choose should be a place that fits your lifestyle and meets your needs during the retirement years.

Think about things like: Does the community feel like home? Do the amenities and services meet your needs?

Are there opportunities to engage with others?  
Bring this checklist with you to each community you visit to keep a record of the things that are important to you.

### Residences

- Are there different apartment floor plans?
- Is there an apartment that you can see on the tour?
- Is internet service/Wi-Fi available?
- Do apartments have cable TV?
- Can residents furnish and decorate their apartment?
- Are pets allowed?
- Are overnight guests allowed?

### Common Areas

- Are the community grounds, landscape and building exterior well maintained and easy to navigate?
- Are the common areas warm and inviting?
- Is the community accessible to less-mobile residents?
- Is parking available?

### Amenities and Activities

- Does the community offer a variety of amenities (concierge services, pool, etc.)?
- What activities are available?
- Do residents appear to engage in social events and take advantage of amenities?
- Is transportation service available? Where does it go?
- Does the community facilitate off-site, outings and volunteer activities?
- Is housekeeping available?

### Dining

- How many meals are provided each day?
- Are different dining options available (multiple restaurants, cafes, etc.)?
- How are meals served (buffet style, table service, etc.)?
- Are meals available any time, or are there scheduled dining times?
- How often are the menus changed?
- Can you accommodate dietary restrictions?

### Neighborhood

- Is the community located in a safe, desirable area with conveniences nearby (grocery stores, pharmacy, public transit, hospital, etc.)?
- Does the community have a unique location that makes it desirable (near a university, hospital, shopping, dining, etc.)?

### Health Care Services

- Will residents need to move if care needs change over time? Or, is the community able to meet a wide range of needs?
- Are onsite or nearby health care services available?

### Staff

- Is the management team well-staffed, experienced, effective, friendly and personable?
- Is there an emergency response plan for natural disasters?
- Is there onsite security 24/7?

### Security

- What is the protocol for medical or safety emergencies?
- Are there onsite staff members 24/7?

### Costs

- What is included in the rent payment?
- What is not included in the rent payment? What extras can residents expect to pay for?