



U.S. News

Senior Living Tour Checklist

How Do You Feel When You Enter a Facility?

- ☐ Does friendly staff greet you?
 - ☐ Is the building full of natural light and inviting furniture?
 - ☐ Does the facility feel homey or institutional?
 - ☐ Can you picture your loved one thriving in this community?
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Are Common Areas Inviting?

- ☐ Are there living room areas with fireplaces and comfortable seating?
 - ☐ Do you see any areas to watch television?
 - ☐ Are there spaces to listen to music, play games and participate in activities?
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What Does the Dining Hall Feel Like?

- ☐ Is there natural or soft lighting?
 - ☐ Do residents eat from proper dishes rather than plastic silverware and plates?
 - ☐ Is there a menu for residents to choose from?
 - ☐ Do you detect a pleasant aroma that smells like appetizing food?
 - ☐ Can you try a sample meal?
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How Do the Resident Rooms Feel?

- ☐ Are the rooms inviting?
 - ☐ Is there tasteful and clean furniture?
 - ☐ Do you see any windows or soft lighting?
 - ☐ Do residents have touches from home, such as a quilt, family photos or a few treasured collectibles?
 - ☐ Are there activities easily in reach, such as a television, books or radio?
 - ☐ Do staff knock before entering rooms?
 - ☐ Do staff greet residents by name when entering their personal space?
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Is There Outdoor Space?

- ☐ Is there outdoor seating for mealtimes or for visiting and relaxing?
 - ☐ Do you see pavilions?
 - ☐ What about walking paths?
 - ☐ Are there gardens?
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What Smells Do You Notice in the Facility?

- ☐ Does the common area smell like fresh food or clean laundry?
 - ☐ Do meals smell fresh and appetizing?
 - ☐ Do you smell garbage?
 - ☐ Does the facility do laundry on a consistent basis?
 - ☐ Is there a space for pets, such as a dog park, and are they well-maintained and odor-free?
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How Do the Residents Look?

- ☐ Do they look well-groomed and dressed?
 - ☐ Do they look pleasant and alert?
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What Sounds Do You Hear in the Facility?

- ☐ Do you hear residents talking and laughing?
 - ☐ Conversely, are there ignored sounds of yelling and distress from residents or staff?
 - ☐ Do staff communicate with residents and visitors in a welcoming and respectful tone?
 - ☐ Are there frequent alarms, which can be disruptive and stressful?
 - ☐ Do you hear soft background music or sounds of entertaining activities?
 - ☐ Does the facility have quiet hours?
 - ☐ Are there policies in place to prevent sleep disruption?
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What Safety Measures Are in Place?

- ☐ Do you see smoke detectors in every room?
 - ☐ Are there safety locks on all doors and windows?
 - ☐ Are there well-marked exits?
 - ☐ Are security and fire safety systems in place?
 - ☐ Is there security on-site?
 - ☐ Do resident rooms have safety features, such as nonslip flooring, grab bars, raised toilet seats and emergency call buttons?
 - ☐ Does the community have emergency and formal disaster preparedness plans?
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Are There Signs of Elder Abuse or Mistreatment?

- ☐ Are you observing slow responses to resident requests?
 - ☐ Does the community seem understaffed?
 - ☐ Do residents seem socially isolated?
 - ☐ Are there unsanitary conditions?
 - ☐ Do residents have bedsores?
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Are There Signs the Facility Is Short-Staffed?

- ☐ Do staff appear overworked or uninterested in caring for residents?
 - ☐ Do physicians make rounds? How often? _____
 - ☐ How many residents are assigned to each nurse? _____
 - ☐ How many residents are assigned to each nursing assistant? _____
 - ☐ How often do therapy services meet with residents? _____
 - ☐ What fall prevention policies are in place? _____
 - ☐ How are resident falls treated, and how many occur each month? _____
 - ☐ Is there a “no lift” policy?
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Is the Level of Care Offered Right for Your Needs?

- ☐ Is the community clear about what levels (independent living, assisted living, memory care, skilled nursing care) is available?
 - ☐ After you or your loved one has undergone a functional status assessment to determine the level of care needed, will the community cover those needs?
 - ☐ Does the community indicate what number of activities of daily living prospective residents must be able to do? For instance, if you're considering a nursing home or assisted living for a loved one, how many ADLs should your loved one be able or unable to do independently? _____
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Are the Care Plans Personalized?

- ☐ Does the community provide a care plan?
 - ☐ Does the care plan take into account personal preferences?
 - ☐ Does the care plan provide guidance or a schedule for determining clinical progress?
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When Are You Visiting?

- ☐ Have you scheduled tours for different times of the day?
 - ☐ Will you make an unscheduled visit during general visiting hours?
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Is the Community Transparent About Cost?

- ☐ Has the facility provided a clear, written outline of how their pricing works?
 - ☐ Are staff evasive about annual increases, what is considered an add-on, general billing practices or late fees?
 - ☐ If the community is a nonprofit, is there evidence provided detailing where the funding goes?
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