

# Questions to Ask When Visiting an Assisted Living Community

Visiting a variety of senior living communities is the best way to make sure you find the right fit for you or your loved one.

It can be hard to remember or know what to ask in the moment, so we created this checklist for you to bring along. We suggest printing it out and bringing a notebook.



## Care and Medical Services

- What type of staff is available on-site? Are there doctors, physical therapists, a resident care director or others?
- Is there nursing on-site?
- What kind of training does staff receive?
- Does the community offer a continuum of care levels? How much is available if care needs change in the future?
- How often does staff assess residents' healthcare needs?
- Does the assessment process include the resident, family, community staff along with the physician? Who is included in the assessment process?
- How is care personalized to each resident?
- How often are care plans re-visited? How are changing care needs addressed?
- Who coordinates visits to outside care providers? Is transportation provided to appointments?



## Community Culture

- How would you describe the community's culture?
- What are the company's missions and values? How does the staff help carry them out at the community level? Do you see them lived out within the community?
- What types of activities are available in the different care settings? Is there an activity calendar you can see?
- Do volunteers and community members come into the community to conduct programs?
- What types of programs does the community provide to residents, family members and the larger community?
- How are residents encouraged to participate in activities?
- Are there travel excursions in the surrounding area?
- Are there spaces for socializing with family and other residents?
- Are pets allowed?
- Are there spiritual or religious services available?
- Are residents friendly and outgoing? Did you see residents participating in activities? Talking to each other and staff?
- Do the residents seem to have interests similar to you or your loved one?
- Did the residents seem happy and at home?



## Staff

- Were you greeted with a smile and made to feel welcome as you entered the community?
- Do members of the staff smile and make eye contact with you? Do staff members seem to know residents and other staff by name?
- Did the staff member who accompanied you during the visit seem to have your needs in mind?
- Did you feel understood?
- Is the staff appropriately dressed, friendly and outgoing?
- Do the staff members treat each other in a professional manner?
- Were you able to meet the Executive Director at the community or any members of the management team?



## Residence and Amenities

- What types of residences are available?
- Are residents' rooms private or shared?
- Does the community offer short-term stays?
- Can residents bring their own furnishings to decorate their new living space? Are there furnished apartments available?
- Who is responsible for housekeeping and general maintenance of the residence?
- Do residents' rooms have a sink, microwave and refrigerator? Is a kitchenette provided?

- What are the dining room hours? What menu options are available at each meal?
- Do residents have access to outdoor spaces?
- Are the doorways and hallways accommodating for wheelchairs and walkers?
- Is staff available to assist with move-in?
- Are laundry services available?
- Is there a waiting list? If so, how long do they estimate it will take for space to become available?



## Security

- Are doors locked at night to protect residents?
- What is the plan for emergencies and natural disasters?
- Who can access the community? Who receives keys to each apartment?
- Are there set visiting hours? What are the rules for visitors?



## Finances

- How much does this community cost per month?
- What is expected at time of deposit? Move in?
- What are the monthly billing policies?
- Is additional financial support available through government, private or corporate programs?
- What amenities are included in the rent?
- Is this community a rental or a CCRC community?



Elder Care Alliance is an integrated system committed to serving and enriching the holistic wellness of older adults and those who care for them through education, innovation and a network of professionals, care communities and partners. Learn more at [ElderCareAlliance.org](http://ElderCareAlliance.org). Contact us: 510.769.2700.