



Tour Assessment Guide

Date of Tour: _____

Name of Community: _____

Address: _____

Phone Number: _____

Contact Name(s): _____

QUESTIONS (Cross out any that do not apply to you, and add any others you may have below. *Be sure to take notes so you can refer to them later and compare with other communities.*):

Staff

- What is the ratio of staff to residents?
- What is the staff turnover rate?
- What types of training do the staff members have?
- Is the staff trained on elder abuse and neglect?
 - Is there a policy for reporting suspected abuse?
- Do the staff members speak your or your loved one's language fluently?
- Are background checks performed on staff members?
- Is there a Registered Nurse, Licensed Vocational Nurse, or Certified Nursing Assistant on staff? If so, how often?
- Is there staff available to provide 24hour assistance with activities of daily living (ADL's) such as dressing, eating, bathing and toileting?

Resident Living Spaces

- Do residents have the option of a private or shared room?
- Can residents personalize and decorate their own apartments?
- Can residents bring their favorite chair or other furniture or large items?
- What furnishings are provided?
- Does each room have a private bathroom, or are the bathrooms shared?
- Are bathrooms designed to accommodate wheelchairs and walkers?

- Do rooms come equipped with 24hour emergency response systems?
- Is it possible to view all of the types of rooms available?
- Is there a TV in the room?
- Is cable, internet/wifi available or included in the rooms?
 - If there is a fee, how is the billing handled?
- Is a kitchen provided with a refrigerator, sink, and cooking element?
- Are residents permitted to keep food in their apartments?
- Are pets allowed? If so, what kind?
- Is housecleaning for personal living spaces included in the price?
 - If not, what is the fee?
- Can residents lock the door to their units?

Food

- How many meals are provided per day?
- Does the menu vary from day to day? How often is the menu changed?
- Is the food freshly prepared daily?
- Is there a focus on organic ingredients?
- Are there snacks, and if so, how do residents access them?
- Can meals be provided at a time the resident prefers, or are there set times for meals?
- Can meals be tailored to a resident's specific needs or special requests?
- Can residents take food back to their rooms?
- Can visiting family members and guests dine with the residents? If so, is there a charge?
- Is special food prepared for special occasions, such as birthdays and holidays?
- Are there any dishes that are especially popular with the residents?
 - If so, what are they?
- Can I / we sample the food? (If you sample the food, how was it?)

Common Spaces

- What common spaces are available to residents?
- Are there any outdoor spaces?
- Is smoking allowed? If so, where?
- Are there any shared community animals, such as dogs, cats, birds, and fish?
- Does the community have any special amenities or services worth mentioning, such as a beauty parlor, fitness room, therapy pool, etc.?

- Is there a place where residents can do their own gardening, arts and crafts, or other hobbies? Is there a media/TV room?

Activities

- What types of activities are available to residents, and how often do they occur?

- Is there a posted schedule of events and activities? (Do they match the interests of your loved one?)
- Do residents interact with the surrounding community?
 - If so, do residents go on regular outings or do volunteers come into the community?
- Is there any live entertainment provided?
 - If so, what kind, and how often?
- Are residents actively encouraged to participate?

Medication & Health

- What is your medication management policy?
- Is self-administration of medication allowed?
- Is there someone on staff who coordinates home healthcare visits from a nurse, physical therapist, etc., if needed?
- Are services such as hospice and physical therapy available?
 - If so, is there an additional charge? If so, how much?
- Is there a clearly-stated procedure for responding to a resident's medical emergency?
- Is transportation offered to residents for doctor's appointments?
 - Is the transportation wheelchair/disabled-friendly?
 - Is there a fee? If so, how much?
- Are incontinence supplies included in the price?
 - If not, what is the cost?
- Is there a written plan of care for each resident?
 - How often is it reviewed and updated?
- Does the community have a process for assessing a resident's need for services?
 - Does this process include the resident, his or her family, and the resident's physician?

Other

- Are additional care and services available if the resident needs change?
 - If yes, what types of additional care and services are offered, and at what cost?
- Is transportation available for personal or family outings?
 - Is there a fee? If so, how much?
- Are visitors allowed at any time, or are there specific visiting hours?
 If you have specific visiting hours, what are they?
 Saturday _____ to _____ Sunday _____ to _____
 Monday _____ to _____ Tuesday _____ to _____
 Wednesday _____ to _____ Thursday _____ to _____
 Friday _____ to _____ Holidays _____ to _____
- Are residents allowed overnight guests? If so, what is the overnight guest policy?
- Is there parking available for residents and/or guests?
- Are barber and beauty services offered?
 - If so, is there an extra cost?
- Are there religious services available onsite or nearby? If so, what kind?
- What's the official policy on sexual interaction between residents?
- How does the community accommodate private time for couples if only one of them is living in the community?
- Are residents required to have renter's insurance?
- Is a consumer disclosure form available that discloses personal care and supportive services, move-in and moveout policies, and all fees?
- Is a residency agreement available for review before move-in? (*Keep a copy and read the entire document, including the fine print.*)
- Is the state inspection report available for review?
- What are the most common reasons a resident may be asked to move out of the community?
- What is the community's emergency preparedness strategy?

- Is there a backup generator and an evacuation plan for residents?
- Are there any other extra fees that we should know about?
 - If so, what are they?

POSTVISIT RATING:

(Circle for each)	Poor				Excellent
Location/Neighborhood	1	2	3	4	5
Proximity to Loved Ones	1	2	3	4	5
Staff	1	2	3	4	5
Resident Living Spaces	1	2	3	4	5

Food	1	2	3	4	5
Common Spaces	1	2	3	4	5
Activities	1	2	3	4	5
Other	1	2	3	4	5

Monthly Rent: \$ _____
 + Additional Fees (if any): \$ _____ Describe: _____

= TOTAL MONTHLY COST: \$ _____

OVERALL VALUE RATING: 1 2 3 4 5
 (Cost vs. Community Attributes) Worst Best

NOTES / IMPRESSIONS