Tour Checklist

First Impressions & General Observations

- ☐ I was greeted promptly and felt welcomed
- ☐ Exits, entrances, and paths clearly marked and well maintained
- ☐ Indoor and outdoor common spaces are clean and pleasant
- ☐ Temperature control seems effective/comfortable
- ☐ Flooring, stairways, and ramps are safe and well lit
- ☐ Hallways and doorways are wide enough for mobility aids/walkers/wheelchairs
- ☐ Bathrooms & shared restrooms are clean and accessible (grab bars, non-slip)
- ☐ Residents appear well groomed and engaged
- ☐ Secure access/locked doors where needed

Team Members & Safety

- ☐ Licensed nurse on staff (if applicable)
- ☐ Adequate staff-to-resident ratio, especially during nights and weekends
- ☐ Team members seem courteous, patient, attentive, and respectful
- ☐ Team members call residents by name and know preferences
- ☐ Team members trained in dementia/memory care (if applicable)
- ☐ Team members trained in emergency care, first aid, and CPR
- ☐ Security measures (surveillance, controlled access, locks, alarms)

Apartments

- ☐ Private or semi-private bathroom included
- ☐ Bathroom has grab bars, non-slip flooring, emergency call system
- ☐ Adequate space for furniture, walker, and/or wheelchair
- ☐ Personal heating and cooling system
- ☐ Emergency alert system
- ☐ Adequate storage for personal items

Services

- ☐ Pre-admission assessments and care planning
- ☐ Assistance available for activities of daily living
- ☐ Coordination with outside providers
- ☐ Medication management
- ☐ Meal services — frequency, variety, and accommodations
- ☐ Transportation services
- ☐ Engaging activities and events
- ☐ Wellness programming
- ☐ Housekeeping and linen services

Culture & Community

- ☐ Resident involvement in decision-making or community life
- ☐ Visiting and family involvement encouraged
- ☐ Celebrations, cultural events, and holidays observed
- ☐ Access to outdoors, gardens, and walking paths
- ☐ Opportunities for choice and feedback from residents and families

Finances, Contracts & Policies

- ☐ Transparent monthly pricing and fee breakdown
- ☐ All additional fees are disclosed
- ☐ Clear lease termination and move-out policies
- ☐ Clear billing schedule and payment methods
- ☐ Deposits or refundable fees explained

Notes:

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