



## 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 24-hour assistance with activities of daily living (ADL's) such as dressing, eating, bathing and toileting?

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\_\_\_\_\_  
\_\_\_\_\_

### 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 24-hour 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?

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### **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?)

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### **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?

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### **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?

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### 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?

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### 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?

