

## **TOUR ASSESSMENT GUIDE**

Date of Tour:
Name of Community:
Address:
Phone Number:
Contact Name(s):
<b>QUESTIONS</b> (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?

## **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?
- -ls it possible to view all of the types of rooms available?

-Is there a TV in the room?							
-ls cable, internet/wifi available or included in the rooms?							
If there is a fee, how is the billing handled?							
-ls 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?							
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-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?							
-ls 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.?							
-ls there a place where residents can do their own gardening, arts and crafts, or other							
hobbies? Is there a media/TV room?							
nobbles: is there a media/TV footh:							
-							

## **Activities**

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

-Is there a posted schedule of events and activit	ies? (Do they match the interests of your
loved one?) -Do residents interact with the surrounding comr	munity?
•	or do volunteers come into the community?
-ls there any live entertainment provided?	of do volunteers come into the community?
If so, what kind, and how often?	-0
-Are residents actively encouraged to participate	)
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Medication & Health	
-What is your medication management policy?	
-ls self-administration of medication allowed?	
-Is there someone on staff who coordinates hom	ne healthcare visits from a nurse, physical
therapist, etc., if needed?	
-Are services such as hospice and physical thera	apy available?
If so, is there an additional charge? If so	, how much?
-ls there a clearly-stated procedure for respondir	ng to a resident's medical emergency?
-ls transportation offered to residents for doctor's	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 assess	sing a resident's need for services?
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Other	
	resident needs change?
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•	ecific visiting hours?
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Are additional care and services available if the If yes, what types of additional care and sels transportation available for personal or family Is there a fee? If so, how much?  Are visitors allowed at any time, or are there sport of the self you have specific visiting hours, what a saturday to  Monday to  Wednesday to  Friday to  Friday to  Friday to  Friday to  Friday to	services are offered, and at what cost?  of outings?  ecific visiting hours?  are they?  Sunday  Tuesday  Thursday  Holidays  Sunday  To  Thursday  Holidays  To  To  To  To  To  To  To  To  To  T

- -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 move-out 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?

= TOTAL MONTHLY COST: \$\_\_\_\_\_

If so, what are they?

POST-VISIT 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:					

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