

Touring Checklist: Assisted Living Community

Use this checklist when calling or touring a prospective memory care community to compare options, take notes, and ask important questions.

General Observations

- You are greeted warmly and made to feel welcome ☐
- Exits are clearly marked and easy to identify ☐
- There are plenty of indoor and outdoor common areas ☐
- The community is clean, well-maintained, and free of odors ☐
- Residents appear engaged, comfortable, and happy ☐
- Residents appear well-groomed and cared for ☐
- Bathrooms include accessibility features such as handrails ☐
- You feel comfortable with the community's emergency and medical response procedures ☐
- The environment is pet-friendly ☐

Staffing

- A licensed nurse is available on staff ☐
- Staff interact with residents in a kind, respectful, and caring manner ☐
- Staff members know residents by name ☐
- Staff retention and experience appear strong ☐
- Staff are professional and well-groomed ☐
- Staff have experience supporting your specific care needs or diagnosis ☐
- You are comfortable with the staff-to-resident ratio ☐
- Ask what other licensed or certified professionals are on staff and what their hours are ☐

Living Units

- Units include a private bathroom ☐
- Natural lighting is adequate throughout the day ☐
- Temperatures are comfortable and adjustable ☐
- Emergency call systems are accessible and easy to use ☐
- Living spaces provide an appropriate level of privacy ☐
- Ask who will have access to or keys for the resident's unit ☐

Personal Services

- Care and service assessments are completed prior to admission ☐
- Assistance is available with activities of daily living ☐
- Additional services are available if care needs change over time ☐
- Visits from outside healthcare providers are coordinated ☐
- Meals are nutritious, appealing, and enjoyable ☐
- Dietary accommodations and special meal options are available ☐
- A variety of engaging on-site and off-site activities and events are offered ☐
- Residents appear enthusiastic about the activity schedule ☐
- Transportation services coordinated by staff are available ☐
- Housekeeping, laundry, and linen services are provided ☐
- Ask about any unique therapies or specialized services offered ☐
- Ask who coordinates activities — staff, residents, or both ☐

Finances

- Requirements for renter's insurance are clearly explained ☐
- There is a process for addressing resident concerns or appeals ☐
- Monthly pricing and cost breakdowns are clearly outlined ☐
- All additional fees and charges are disclosed upfront ☐
- Ask about move-in specials, pricing incentives, or financial assistance programs ☐