

Touring Checklist: Memory Care

When calling or visiting a prospective memory care community, use this checklist to keep notes, compare communities, and get answers to important questions.

General Observations

- You are greeted warmly and made to feel welcome
- All entrances and exits are secure and supervised
- Indoor and outdoor common areas are easy to navigate
- Outdoor spaces are secured to help prevent wandering
- The community is clean, well-maintained, and free of odors
- Residents appear engaged, comfortable, and content
- Residents appear well-groomed and cared for
- Bathrooms include accessibility features such as handrails
- The environment is pet-friendly
- You feel confident in the community's medical emergency procedures

Staffing

- Staff members are licensed or certified, when appropriate
- Staff interact with residents in a kind, respectful, and compassionate manner
- Staff members know residents by name
- Staff retention and experience appear strong
- Staff are professional and well-groomed
- You are comfortable with the staff-to-resident ratio
- Ask what specialized memory care training staff receive and what de-escalation techniques are used

Living Units

- Natural lighting is adequate throughout the day
- Temperatures are comfortable and well-regulated
- Emergency call systems are accessible and easy to use
- Living spaces provide a balance of privacy and safety
- Ask who will have access to or keys for the resident's unit

Personal Services

- ☐ • Care assessments begin upon admission and continue regularly
- ☐ • Assistance is provided with activities of daily living
- ☐ • Visits from outside healthcare providers are coordinated
- ☐ • Meals are nutritious, appealing, and enjoyable
- ☐ • Special dietary needs and accommodations are available
- ☐ • Care is personalized and centered around each resident's needs
- ☐ • Transportation assistance is available
- ☐ • Housekeeping, laundry, and linen services are provided
- ☐ • Ask about specialized therapies and memory care services offered
- ☐ • Ask about activities and events designed for residents at different stages of memory loss?

Finances

- ☐ • Requirements for renter's insurance are clearly explained
- ☐ • There is a process for addressing resident concerns or appeals
- ☐ • Monthly costs and pricing details are clearly outlined
- ☐ • All additional fees are disclosed upfront
- ☐ • Ask about move-in specials, pricing incentives, or financial assistance programs
- ☐ • Ask how the waitlist works and how availability is determined
- ☐ • Clarify whether placements are offered on a first-come, first-served basis
- ☐ • What sort of pricing incentives, move-in specials, or other financial programs are available?
- ☐ • How long is the wait-list, and how are availabilities awarded? Is it first come, first served?