



Community: _____

Tour Date: _____

Sales Director Name: _____

Assisted Living

Care & Services

1. What types of care are included in the base monthly rate?
2. How are care needs assessed and updated?
3. Is assistance with bathing, dressing, and grooming available?
4. Are medication management services included? If not, what is the cost?
5. Can residents see their own doctors, or must they use in-house providers?
6. How quickly can staff respond to resident call buttons?
7. Are transportation services provided for medical appointments?

Costs & Contracts

8. What is the monthly rate, and what does it include?
9. Are there additional fees for levels of care or medication management?
10. Is there a community or entrance fee?
11. How often do rates increase, and by how much?

12. What happens if a resident runs out of money or switches to Medicaid?

Apartment Features & Safety

13. Are apartments furnished or unfurnished?

14. Do rooms have kitchenettes, private bathrooms, and emergency call systems?

15. Are grab bars, walk-in showers, and other safety features standard?

16. Are pets allowed?

Staff & Credentials

17. What is the caregiver-to-resident ratio during the day and night?

18. Are staff trained in dementia care or other special conditions?

19. Is a nurse or medical professional on-site 24/7?

20. How often are staff background checks and training updated?

Independent Living

Lifestyle & Amenities

21. What types of activities and outings are offered each week?

22. Are there fitness or wellness programs available?

23. Are housekeeping and laundry services included?

24. Are meals provided? If so, how many per day?

25. Is there a concierge or front desk service for residents?

26. Can residents cook in their own apartments?

Community Life

- 27. What is the average age and profile of current residents?
- 28. Are there clubs, interest groups, or events for socializing?
- 29. Is transportation offered for errands or shopping?
- 30. Can friends and family stay overnight or dine with residents?

Finances & Flexibility

- 31. Are there any buy-in or entrance fees?
- 32. What is included in the monthly rent?
- 33. Can a resident transition to assisted living or memory care if needed?
- 34. What is the process for moving in or out?

Memory Care

Specialized Care

- 35. What kind of dementia or Alzheimers training does the staff receive?
- 36. How are behavioral challenges handled?
- 37. Whats the protocol for residents who wander?
- 38. Is there a physician or nurse on staff who specializes in memory care?
- 39. Are care plans individualized and how often are they reviewed?

Environment & Safety

- 40. Is the memory care unit secured?

- 41. What types of therapeutic activities are offered?
- 42. How are residents encouraged to engage and socialize?
- 43. Whats the policy for visitors and family involvement?
- 44. How are medical emergencies handled?

General Questions

Policies & Procedures

- 45. What is your move-in process like?
- 46. What is your discharge or move-out policy?
- 47. What precautions are taken for flu/COVID or other illnesses?
- 48. Are outside services and agencies (e.g., hospice, PT, OT) allowed in?
- 49. What is the annual rent or care cost increase?
- 50. What is the history of the building? How many owners?
- 51. What are the reasons the community would give residents notice to vacate?

Resident Experience

- 52. Can I speak with current residents or their families about their experience?
- 53. What makes this community different from others in the area?
- 54. Can I have lunch or dinner at the community to try the food?
- 55. Can I attend a group activity during my visit?

56. Will I have an opportunity to meet with the Executive Director or department heads?

57. Are there opportunities for family members to get involved in the community?

58. What feedback have you received from residents or families recently?

