

TOUR QUESTIONS



- What is the monthly rent? What is included?
- Can you explain how you charge for your cares/services?
- Are there additional fees? If so, what are they?
- How long of a lease do you have to sign?
- What is the deposit and reservation process look like?
- Do you currently have any move-in rent specials?
- How are the service plans for each residents individualized or customized?
- Are the residents and families included in the process of preparing care plans?
- What additional services are available if the needs of a resident change?
- Is staff available to provide 24-hour assistance with activities of daily living if needed? Are you able to pass medicine 24-hours per day? Do you have a Nurse on staff and available & in the building 24-hours per day?
- Can you get a pendent in Independent Living? If no, what happens in an emergency?
- What are the training requirements for staff?
- Do you require a non-refundable community or move-in fee?
- What type of wellness programs or offerings do you have?
- How does care level transitions work once my care needs change?

Notes: _____

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- What do your dining and nutrition programs look like?
- Is there a purpose in any design elements of the community and/or memory care?
- What special ongoing events or programs does your community have?
- What does your life enrichment and social programming look like?
- Do you have furnished Respite or short-stay apartments?
- Tell me about the mission of your company and what that means at a community level.
- How big is your company?
- How involved are you in the greater community?
- What is your favorite part of your community?
- How many residents can live in your community?
- Does your community provide or coordinate transportation?
- Does your community accept Long-term Care Insurance?
- Are there visiting hours?
- Are there amenities available for family members?
- How much is parking/storage?

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