

TOUR QUESTIONS

Date of Tour _____

Name of Community _____

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 staffs trained on elder abuse and neglect?	
Is there a staff policy for reporting suspected abuse?	
Do the staff members speak you or your loved-one's language fluently?	
Are background checks performed on staff members?	
Is there a Registered Nurse or RPN on staff? If so, how often?	
Is there a 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 different sized rooms?	
Can residents personalize and decorate their own apartments?	
Can residents bring their favourite chair or other furniture or large items?	
What furnishings are provided?	
Does each room have a private bathroom?	
Are bathrooms designed to accommodate wheelchairs and walkers?	
Do rooms come equipped with 24-hour emergency response systems?	
Is it possible to view all types of rooms available?	

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Is there a TV in the room?	
Is cable, internet/Wi-Fi available or included in the rooms?	
Is there a fee for cable etc., how is billing handled?	
Are residents permitted to keep food in their apartments?	
Are pets allowed? Is so, what kind?	
Is housecleaning for personal living spaces included in the price?	
If not, what is the fee?	
Can residents lock the door to their units?	
FOOD	
How many meals are provided per day?	
Does the menu vary day to day? How often is the menu changed?	
Is the food freshly prepared daily?	
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 meal 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?	
Is 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?	

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COMMON SPACES	
What common spaces are available to the 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 parlour?	
Is there a place for residents to do crafts or other hobbies? Is there a TV room?	
ACTIVITIES	
What types of activities are available to residents, and how often do they occur?	
Is there a posted schedule of events and activities? (Do they match the interests of your loved one?)	
Do residents interact with the surrounding community?	
Are there outings or do volunteers come into the community?	
Is there live entertainment provided? If so, how often?	
Are residents actively encouraged to participate?	
What is your medication management policy?	
Is self-administration of medication allowed?	
Is there someone on staff who coordinates home healthcare visits from a nurse, physical therapist, etc. if needed?	
Are services such as hospice and physicals therapy	

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available? Is there an additional charge?	
Is there a clearly stated policy procedure for responding to a resident's medical emergency?	
Is transportation offered to residents for doctor's appointments?	
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?	
OTHER	
Are additional care and services available if the resident needs change?	
If yes, what types of additional care and services are offered, and at what cost?	
Is transportation available for personal or family outings?	
If there a fee? If so how much?	
Are visitors allowed at any time, or are there specific visiting hours?	
Are residents allowed overnight guest?	
Is there parking available for residents and/or guests?	
Are barber and beauty services offered? Extra cost?	
Are there religious services available onsite or nearby? If so, what kind?	
Are renters required to have renter's insurance?	