

Senior Living Tour Checklist

Pre-Visit: Questions to Ask and Things to Notice



It's important to stay focused when touring senior living communities - this is about finding a place where someone you love can truly feel at home. It can feel overwhelming when you're balancing so much, but breathe deeply - you don't need all the answers today. This checklist is here to help you notice, ask, and feel confident... one thoughtful step at a time.

Top Three Things That Matter to Me

What to Observe During a Tour

First Impressions

- Are you greeted with warmth?
- Does the space feel clean, inviting, and cared for?

Common Areas

- Do shared spaces feel lively and welcoming?
- Could your loved one enjoy being in them?

Resident Life

- Do residents look comfortable and engaged?
- Do people appear relaxed—chatting, smiling, participating?

Team Interactions

- Do staff members know residents by name?
- Are they patient, kind, and genuinely present?

Cleanliness & Safety

- Are common and private spaces tidy and well-maintained?
- Are handrails, non-slip floors, and emergency systems visible?

Questions to Ask the Community Team

Care & Support

- How are care plans tailored for each resident?
- If a resident needs help, how quickly does someone respond?

Team & Training

- What training does your staff receive?
- How long have most team members worked here?

Activities & Lifestyle

- What types of daily or weekly activities do you offer?
- Can families take part in events or outings?

Dining

- What's on the menu today?
- How do you manage dietary needs and preferences?

Costs & Services

- What's included in the monthly fee?
- Should we expect any extra costs?

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After-Visit: Gathering Your Thoughts & Choosing



Comparing Communities After the Visit

Community	Gut Feeling	Favorite Feature	Concerns?	Cost (estimate)

Reflection Questions

- What stayed with me most from the visit?
- Could I imagine my loved one feeling at peace and at home here?
- Did the team seem to truly listen and care?
- How did I feel walking out more reassured, hesitant, hopeful?

Next Steps in Your Decision

You've asked thoughtful questions, noticed the little things, and listened to your instincts... and that's a big step. Now it's time to take what you've learned and move forward with clarity and care. Here's how to continue, one step at a time:

1. Talk It Through

Reflect with the people who matter most.

2. Reach Back Out

It's okay to call a community again to ask questions or schedule a second visit.

3. Weigh What Matters Most

Revisit your top 3 priorities on the last page.

4. Explore Financial Details

Speak again with your contact to make sure everything is clear and manageable.

5. Talk With Your Loved One

Focus on how this step supports their independence, safety, and comfort.

6. Trust Your Process