

Assisted Living Facility Tour Checklist

Use this checklist while touring an assisted living facility to help ensure it meets safety, quality, and care standards. Make notes and compare facilities before making a decision.

1. Licensing & Accreditation

- Is the facility licensed by the state?
- Is a Resident Bill of Rights displayed in the lobby?
- Are there any recent violations or complaints reported to the Better Business Bureau or state regulatory agencies?
- Does the facility have positive online reviews? Have they responded to any complaints professionally?

2. Safety & Security

- Are there smoke detectors in resident rooms, hallways, and common areas?
- Does the facility have an emergency generator or backup power in case of an outage?
- Are the windows equipped with safety locks?
- Are handrails present throughout the facility, especially in hallways and bathrooms?
- Are staircases well-lit with recessed lighting or colored tape on the bottom step?
- Are rugs and carpets secured to prevent tripping?
- Is the bathroom equipped with:
 - Grab bars near toilets and in the shower
 - Non-slip mats
 - A shower seat (instead of a tub)
- Are call buttons or emergency pull cords easily accessible in residents' rooms and bathrooms?

3. Cleanliness & Maintenance

- Does the facility appear clean, well-maintained, and free of odors?
- Are there strong chemical smells that could be covering something up?
- Are common areas, hallways, and residents' rooms tidy and well-kept?
- Are laundry and housekeeping services provided?

4. Staff Friendliness & Training

- Does the staff greet and acknowledge visitors upon arrival?

- How does the staff interact with residents? Are they polite and respectful?
- Do staff members use residents' names when speaking with them?
- Are they engaged and attentive to residents' needs?
- If staff members are polite to you but rude to each other, this could indicate a poor working environment that may affect resident care.
- Are nurses and caregivers available 24/7?

5. Resident Well-Being & Social Atmosphere

- Do residents appear happy, active, and social?
- Are residents well-groomed, and do they wear clean, appropriate clothing?
- Do common areas have social activities taking place?
- Are residents engaged, or do they appear withdrawn and isolated?
- Are residents sitting alone in wheelchairs without assistance?
- Do residents seem to enjoy mealtime, and are they eating their food?

6. Dining & Nutrition

- Is the dining area clean and inviting?
- Does the facility accommodate dietary restrictions and special diets?
- Can residents choose from multiple meal options?
- Are mealtimes structured but flexible to meet residents' needs?

7. Activities & Community Engagement

- Is there a posted activities calendar with a variety of options?
- Are residents actively participating in hobbies, exercise programs, or group events?
- Does the facility offer outings or excursions for residents?
- Are family members encouraged to participate in events and activities?

8. Visitor Policies & Family Involvement

- Are family members welcomed during visits without restrictions?
- Can visitors stop by unannounced, or must they schedule visits in advance?
- If an adult child and their parent are touring together, does the tour guide include the senior in conversations?
- Can family members easily contact staff if they have concerns?

9. Facility Atmosphere & Environment

- Is the facility well-lit and spacious?

- Is the noise level comfortable, or is it chaotic and loud?
- Do staff members seem rushed and overwhelmed, or do they have time to engage with residents?
- Is the neighborhood safe and secure?

10. Contract & Cost Considerations

- Are all fees and costs explained clearly?
- What services are included in the monthly cost, and what costs extra?
- What happens if the resident runs out of money?
- What are the facility's eviction policies? Under what circumstances can a resident be asked to leave?

Tips for Making an Informed Decision

- Visit at different times of day. Make at least one unannounced visit during mealtime or on weekends to observe daily life.
- Talk to current residents and their families. Ask about their experiences and satisfaction with the facility.
- Observe staff-resident interactions. Pay attention to body language, eye contact, and tone of voice.
- Read the contract carefully. Have an attorney review the agreement before signing.

Disclaimer

This checklist is intended for informational purposes only and should not be considered legal, medical, or financial advice. Assisted living facilities vary in policies, services, and quality of care. Before making any decisions, consult with a qualified elder care professional, attorney, or healthcare provider to ensure the facility meets the specific needs of your loved one. Always conduct thorough research and multiple visits before finalizing your choice.