



While You Tour With Your Loved One:

Make small talk with residents, their visitors, and any staff you may come across. Introduce yourself and your loved one, and ask questions (tailor them to your loved ones' needs and interests):

- How do you like living/working here?
- How long have you lived/worked here?
- How have things changed (for better or worse) during that time?
- Are you happy with your decision to move in/take the job?
- What do you like most?
- What would you like to see improved?
- How responsive is management to your concerns?

HOW TO

NAVIGATE YOUR TOUR OF A SENIOR LIVING COMMUNITY

TOUR WITH YOUR FIVE SENSES:

Sights, sounds, smells — they all matter — providing important clues to the quality of care.



SIGHTS:

Clean surroundings, contented people



SMELLS:

Yucky odors, freshness



SOUNDS:

Kind voices, calm vs. chaos



TASTE (and nutrition):

Eat at least one meal in the dining area with your loved one.

- Pay close attention to the other residents as well as your loved one.
- How are the food quality, quantity, and presentation?
- Are there healthy options?
- Is there enough variety in the weekly menu?
- What is the overall vibe in the room, are residents enjoying themselves.
- Are they positively interacting with each other?
- How are the staff treating the diners? With respect and kindness?
- If there are residents who need assistance, is it being provided in a timely and caring manner?
- Do they seem to be enjoying the food or just pushing it around their plate?
- Ask if there is a qualified nutritionist on staff.
- Ask to see a meal menu for a month.
- Discuss availability of nutritious snacks on site.
- Discuss your loved ones' special dietary needs.





**BE ON THE ALERT FOR THESE
RED FLAGS THAT MAY SIGNAL
POOR QUALITY, RISKY CARE, AND
OTHER CONCERNS.**

- What you see doesn't line up with what you were told when you called.
- Residents appear unkempt.
- You don't hear any happy voices! Staff is grumpy, sour, unfriendly and residents appear somber, bored, sad or listless.
- You see staff on personal phones! You see staff sitting around, just doing nothing.
- Odd smells, bad smells come from residents, their rooms or public areas.
- Unclean public bathrooms.
- Unclean residents' bathrooms.
- Interactions with residents.
- Poor quality of food, nutritional content.

LISTEN TO YOUR GUT:

What's the overall vibe you feel as you are touring?