
Assisted Living Tour Checklist

25 Questions Every Family Should Ask

A Free Resource from Colonial Gardens Residences

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Touring an assisted living community is one of the most important steps in your family's journey. This checklist will help you evaluate each community objectively.

Before You Visit

- Research online first — Read reviews, check state inspection reports, and browse the community's website before visiting.
- Bring a notebook — Write down your observations and the answers you receive so you can compare communities later.
- Visit at mealtime if possible — This gives you a chance to see the dining experience and how staff interact with residents.
- Bring your loved one if they're willing — Their comfort and first impression matter most of all.

About Care & Staffing

- What is the staff-to-resident ratio during the day? At night?
- What certifications and training do caregivers receive?
- How are individual care plans developed and updated?
- How is medication managed and administered?
- What happens in a medical emergency?
- Is there a nurse on staff 24/7?

About Daily Life

- What does a typical day look like for residents?
- Can I see a sample weekly activity calendar?
- How many meals are served daily? Can I see a menu?
- Can dietary restrictions and preferences be accommodated?
- What transportation services are available?
- Are there beauty salon or barber services on-site?
- How is laundry and housekeeping handled?

About the Community

- Can I tour a resident room and common areas?
- What safety features are in place (emergency call systems, secured areas)?
- What are the visiting hours? Can family visit anytime?
- Are there outdoor spaces for residents to enjoy?
- How does the community handle residents whose needs increase over time?

About Cost & Move-In

- What is included in the monthly rate?
- What services cost extra?
- Do you accept Medicaid, VA benefits, or long-term care insurance?
- What is the move-in process and timeline?
- Is there a trial stay or respite care option?

Red Flags to Watch For

If you notice any of these during your tour, proceed with caution:

- ⚠ Unpleasant odors throughout the facility
- ⚠ Staff who seem rushed, dismissive, or inattentive
- ⚠ Residents who appear unkempt or disengaged
- ⚠ Vague answers about staffing or care procedures
- ⚠ High-pressure sales tactics
- ⚠ Reluctance to let you tour freely

