



STORYPOINT™
Shine. Everyday.

Questions to Ask

When You're Touring a Community



Safety

- ☐ Does the community have a fire alarm system? If so, does the community have fire doors?
- ☐ How often does the community practice fire drills?
- ☐ Are all employees required to undergo safety training? If so, what does this entail and how often?
- ☐ Does the community have carbon monoxide detectors in the rooms?
- ☐ Does the community have hand rails in the halls?
- ☐ Does the community have a medical alert system in place in case of an emergency? (e.g., pull cords, life alert, pendants)
- ☐ Are all the railings and banisters bolted down?
- ☐ Does the community provide daily resident check-ins?
- ☐ Does the community offer seating throughout the building for rest stops?



Culinary

- ☐ Does the community offer different meal plans? If so, what is the pricing on these plans? And with each meal plan, how many meals are included each day?
- ☐ Does the community provide meal options for those with dietary restrictions? (e.g., diabetes, low sodium)
- ☐ Does the community offer specialized meals for holidays or special occasions? (e.g., Thanksgiving dinner, brunches)
- ☐ Does the community offer feedback forums to get residents' input on food? If so, how often do these occur and in what fashion? (e.g., resident food forums, comment cards)
- ☐ Does the community have a certified dietician review all menus?
- ☐ Are the community chefs available during meal times?
- ☐ Are the residents allowed to order proteins and vegetables to their desired doneness?
- ☐ How many dinner choices are on the menu each night?
- ☐ What are the qualifications or certifications of the Executive Chef?



Wellness

- ☐ Does the community offer different levels of care? If so, which ones are offered and are they all offered in the same building?
- ☐ If the level of care needed changes, what is the transition process like?
- ☐ What wellness services are included with each level of care?
- ☐ Is this community licensed or unlicensed? What does this mean regarding the levels of care available?
- ☐ What are the safety procedures in the case of a medical emergency?
- ☐ How is the medical staff trained to deal with medical emergencies?
- ☐ Is there 24-hour coverage for medical emergencies? What does 24 hour staffing mean?
- ☐ Does the community have RNs on staff at all times?
- ☐ Does the community have medical staff present at all times? If so, are there required levels of certification?
- ☐ Does the community have a visiting physician? (e.g., Podiatrist, Optician, Audiologist) If so, how often are they on-site?
- ☐ How close is the nearest hospital to the community?



Amenities

- ☐ Does the community offer transportation options? (e.g., barber shop/salon, off-site religious services, off-site doctor or medical appointments, grocery shopping)
- ☐ Does the community plan off-site events for the residents? (e.g., concerts, ballets, trips to the casino, fishing excursions, etc.)
- ☐ Does the community offer different service plans, like housekeeping? If so, what is included in each plan and what is the pricing of each plan? (e.g., laundry)
- ☐ Does the community have parking availability? If so, how close are the parking spots to the available apartments? Are any covered?
- ☐ Does the community provide on-site religious services? If so, which ones are available and how often do these occur?
- ☐ Does the community have a cocktail lounge? If so, are there scheduled happy hours?
- ☐ Does the community set up phone and/or TV services? If so, is there an associated fee?



Amenities

- ❑ What different types of apartments are available at this community? (e.g., studio, one bedroom, two bedroom, floor apartment, private entrance)
- ❑ Does the community allow friends and/or families to visit for meals or on-site events? If so, what are the steps needed to get approval?
- ❑ Does the community offer a space that residents and families can reserve for special gatherings? If so, what is the process to reserve this space?
- ❑ Does the community have a salon? What services are offered there?
- ❑ What are some examples of activities that one would find on the monthly event calendar?



Miscellaneous

- ☐ Does the community's Executive Director focus exclusively on residents? If not, what other duties occupy their time? (e.g., hiring, training, marketing, financial reports, paperwork, etc.)
- ☐ Is the business a publically traded company with decisions driven by shareholders?
- ☐ How long has the company been serving seniors?
- ☐ What differentiates this community from the others in the area?
- ☐ Does the community offer different lengths of lease commitments? If so, what are the options?