

Community: _____ Date of Visit: _____

Community Contact Name: _____

Community Contact Information: _____

Location:

- Entertainment and shopping are nearby
- Surrounding neighborhood is safe
- Community is close to medical offices, hospitals, and physicians

Reputation & First Impressions:

- Company is well established and has a positive reputation
- Outdoor spaces are inviting and well maintained
- Staff members are friendly, courteous, and attentive
- Residents appear happy and comfortable
- Community is clean and well-maintained

Entertainment & Activities:

- Community offers regularly scheduled classes, lectures, and other learning opportunities
- There are fitness classes led by certified instructors
- The community has clubs, committees, or councils
- Volunteer opportunities are available
- Residents have the opportunity to attend spiritual or religious services

Entertainment & Activities (cont.):

- Cultural events and holidays are celebrated
- Robust activity calendar with a variety of opportunities that interest you
- Monthly special events centered around family and friends

Culinary and Dining:

- The dining room is inviting
- Tables, chairs, and linens are clean and in good condition
- Residents are encouraged to invite guests for meals
- There is a private dining room that can be reserved for personal use
- Monthly food committee meetings offered for resident's input on dining experience
- Special diets and allergies are accommodated
- A dietitian or nutritionist helps in menu planning to ensure dietary needs of seniors are met
- You enjoyed the meal you were offered on visit (if applicable)

Culinary and Dining (cont.):

- Each mealtime includes multiple menu options, and are available in advance
- The food on the menus is healthy, and appeals to your preferences
- Flexible all day dining with room service and to-go options

Health & Wellness:

- The care services offered can accommodate your personal needs
- Medication management is offered
- Nursing services, including injections and diabetes management, are available
- Care staff available to assist as needed 24/7
- Community can accommodate both physical and cognitive changes
- Aging-in-place services offered, including high-level care to accommodate changing needs over time
- Residents receive ongoing health assessments to ensure needs are met
- Partnerships with hospice, home health, and physical therapy agencies

Pricing:

- List of services included in the monthly rate is available
- Care services are itemized for full transparency
- Care services are clearly grouped in different packages/levels
- Pricing sheets for floor plans and care services are available

Safety & Security:

- Convenient parking is available for residents and visitors
- Safety features, such as handrails, grab bars, and emergency alert systems, are present in common areas and resident apartments
- Mealtimes include resident check-ins to make sure everyone is safe
- Residents and visitors sign in and out at front desk
- Fall prevention and detection technology is available in resident apartments
- Alert system to notify residents and families of emergencies and safety updates
- Staff members are trained in First Aid and CPR
- Community has staff members available 24/7
- Community is up-to-date and trained on Emergency Action Plan
- Community exterior is monitored and secured at night

Additional Conveniences & Support:

- Accessible transportation to outings and appointments is offered
- Community is pet-friendly and has pet care services offered
- Housekeeping, maintenance, and laundry are provided
- Front desk offers concierge services and package services

Additional Conveniences & Support (cont.):

- Residents can decorate their apartments as they like
- Community is technology forward, and uses systems such as Amazon Alexa
- Visitors are welcomed at any time

Staff, Management, & Communication:

- Staff and management have positive reputations both online and by word-of-mouth
- Staff members undergo screenings and background checks before employment
- Residents are involved in or informed about major decisions
- Staff members are engaging with residents and each other
- Staff receive regular in-person training related to care, safety, emergency response, dementia and other relevant topics
- Staff members are tenured and have been at the community for a long time
- Staff are recognized and celebrated for achievements and milestones
- Community regularly publishes newsletters and emails informing families of news, updates, and activities
- Dedicated manager for providing essential information, advocacy, and emotional support

Memory Care:

- Spaces are equipped with fall prevention technology
- Community is a Teepa Snow Positive Approach to Care® Designated Organization
- Staff are kind, empathetic, and patient with residents and their families
- Staff are trained in dementia care and redirection techniques
- Residents seem engaged and well-cared for
- Activities are “failure-free” and adaptable to residents needs and abilities
- Activities are varied and engage the mind, body, and soul
- There are safe and secure outdoor spaces for residents to enjoy
- Regularly scheduled special events to promote family engagement and connection