

Questions To Ask On Every Tour

A good tour feels warm. A great tour also leaves you with real answers. Bring this list with you — check off each question as it's answered.

Care & Staffing

- What is the staff-to-resident ratio during the day, and overnight?
- Is a nurse on-site 24/7, or on-call?
- How are care plans reassessed as needs change over time?
- What is the staff turnover rate, and how long has the care team been together?

Daily Life

- Can I see this week's activity calendar, not just a sample one?
- What does a typical dining experience look like — can we stay for a meal?
- Is there outdoor space residents actually use?
- How does the community support hobbies like golf, fishing, gardening, or faith practice?

Cost & Contract

- What is included in the base monthly rate, and what costs extra?
- How often do rates increase, and by how much historically?
- What is the policy if a resident's care needs increase significantly?
- What is the move-out or refund policy?

Health & Safety

- How far is the nearest hospital, and is there a relationship with local physicians?
- What is the emergency response protocol, and how quickly does staff respond to call buttons?
- Is the community licensed, and when was the last state inspection?