# Memory Care Tour Checklist

When looking into memory care communities for a loved one, there's a lot to keep in mind – location, care plans, life enrichment, amenities, services, dining, – the process can be overwhelming.

To help you do your research, we've created a checklist to print out and bring with you to each tour you take to help you remember the different elements of each community.

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|---|---|
| Community Name | Tour Date |

## LOCATION & APPEARANCE

- ☐ The community is easily accessible.
- ☐ It's in a safe neighborhood.
- ☐ There are medical facilities nearby.
- ☐ The property is clean and well-maintained.
- ☐ There are plants and flowers and the landscaping is up to date.
- ☐ The parking lot has ample spaces.
- ☐ The parking lot is well-lit.

## HOSPITALITY

- ☐ There's someone at the front desk greeting guests.
- ☐ Staff members are courteous, pleasant and helpful.
- ☐ Staff members know all the residents by name.
- ☐ The sales staff answer your questions respectfully and don't apply pressure.
- ☐ Other residents are friendly and greet you.
- ☐ The community has enough staff members to support residents.

## MEMORY CARE SERVICES & SAFETY MEASURES

- ☐ The community is secured so that residents can't wander away.
- ☐ There are enough staff members on hand to tend to the residents.
- ☐ There are safety features like grab bars in the bathrooms.
- ☐ There is a system to alert the staff in case of emergency.
- ☐ Residents receive assistance with medication management.
- ☐ The are policies in place for the community and family to stay up-to-date on medical needs.
- ☐ There is a nurse or other health care employee(s) on staff.
- ☐ There are clear emergency procedures in place.
- ☐ There are guidelines in place to prevent fraudulent phone calls, scams and unauthorized visitors.

## RESIDENT SERVICES

- ☐ The community provides housekeeping and laundry services included in the rent.
- ☐ They provide maintenance and repairs.
- ☐ There are transportation services available.
- ☐ There is staff on call 24/7.
- ☐ There are after-hours security measures.

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## HEALTH & WELLNESS PROGRAMMING

- ☐ There is an active, varied activity calendar tailored to the needs of those with memory loss.
- ☐ The community offers fitness programming tailored to older adults living with memory loss.
- ☐ There are mental health and emotional support services available if needed.
- ☐ There's live music, community gatherings and other events.

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## MODEL APARTMENT

- ☐ The model apartment on the tour is bright and well-appointed.
- ☐ There's enough space for the furniture, decorations and anything else important that your loved one will want to keep.
- ☐ The bedroom is big enough for your loved one to be comfortable.
- ☐ The community offers the option of shared rooms.

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## DINING

- ☐ The staff clearly laid out the dining included with monthly rent.
- ☐ The dining room is clean and inviting.
- ☐ The menu for the week is varied and nutritious.
- ☐ Meals are planned with the specific needs of memory care residents.
- ☐ The meals are prepared on-site.
- ☐ If you're able to have a meal while on a tour, it's well-prepared and tastes good.
- ☐ The dining room staff is attentive and helpful.
- ☐ The dining room staff shows patience and compassion with residents.
- ☐ They can accommodate any special dietary needs your loved one may have.
- ☐ A nutritionist or dietitian is involved in the meal planning.

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## PRICING

- ☐ The community has detailed floor plans with pricing for each.
- ☐ There is a clear list of services and amenities included in monthly rent.
- ☐ There is a pricing list for other services not included in rent.
- ☐ The dining package is clearly laid out.
- ☐ Move-in fees, and other applicable fees, are noted.