

# Touring Retirement Communities guide

Hello

This simple tour questionnaire is meant to help you as you navigate touring multiple communities in the Senior Living industry. Most people want themselves or a loved one to be in a community where people CARE and that they can trust they or their loved one will be well cared for. This questionnaire is for that purpose. **Please fill out once you have left each community you tour.**

Community name: \_\_\_\_\_

1= lowest

5 = highest

1. On a scale of 1-5, how much did the tour guide **listen** to you?

1

2

3

4

5

2. Was the tour guide **focused on learning more** about the problems or the person?

Problems

Person

3. On a scale of 1-5, how well did the tour guide **educate** you on the industry and your options?

1

2

3

4

5

4. On a scale of 1-5, how warm and friendly were employees?

1

2

3

4

5

5. On a scale of 1-5, how good did you feel being a visitor in that community?

1

2

3

4

5

6. On a scale of 1-5, rate how much the tour guide engaged with current residents.

1

2

3

4

5

7. On a scale of 1-5, rate the community spaces provided for residents (Lounges, theatre, Library, ect.)

1

2

3

4

5

8. On a scale of 1-5, Do you feel like you can **trust** that you or your loved one will be well cared for here?

1

2

3

4

5

9. Did you get to meet the administrator? (AKA the leader in the community?)

No

Yes

10. Does this community feel like it could be a home too you/your loved one?

Yes

No

Maybe

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11. On a scale of 1-5, how clean was the community?

1

2

3

4

5

12. On a scale of 1-5, rate the variety of activities offered in the community?

1

2

3

4

5

13. On a scale of 1-5, rate the value of services for rent?

1

2

3

4

5

14. On a scale of 1-5, rate the community dining program, or food options.

1

2

3

4

5

15. On a scale of 1-5, rate your overall impression of your visit.

1

2

3

4

5

## Notes:

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These are a variety of questions that you can ask to learn more about each community you tour.

1. How long has the leadership (Administrator) been working there?
2. What is their current availability?
3. If they are, “full”, when was their last open unit to the public?
4. What does the training look like for their caregiving staff?
5. What are the extra costs a resident could incur throughout their stay there?
6. How did you score the last time the state came in to grade your facility?
7. How often do you have families choose to leave your community?
8. How often do you have rate increases, and what can one expect from those?
9. Do you have a nurse on staff? Do you have a nurse onsite? If so, how often?
10. What do you like about working here?
11. Are you licensed by the state? What does your licensure include or not include?