

## NAVIGATE YOUR TOUR OF A SENIOR LIVING COMMUNITY:

### While You Tour With Your Loved One:

Make small talk with residents, their visitors, and any staff you may come across. Introduce yourself and your loved one, and ask questions (tailor them to your loved ones' needs and interests):

- How do you like living/working here?
- How long have you lived/worked here?
- How have things changed (for better or worse) during that time?
- Are you happy with your decision to move in/take the job?
- What do you like most?
- What would you like to see improved?
- How responsive is management to your concerns?

### TOUR WITH YOUR FIVE SENSES:

Sights, sounds, smells — they all matter — providing important clues to the quality of care.



#### SIGHTS:

Clean surroundings, contented people



#### SMELLS:

Yucky odors, freshness



#### SOUNDS:

Kind voices, calm vs. chaos



#### TASTE (and nutrition):

Eat at least one meal in the dining area with your loved one.

- Pay close attention to the other residents as well as your loved one.
- How are the food quality, quantity, and presentation?
- Are there healthy options?
- Is there enough variety in the weekly menu?
- What is the overall vibe in the room, are residents enjoying themselves.
- Are they positively interacting with each other?
- How are the staff treating the diners? With respect and kindness?
- If there are residents who need assistance, is it being provided in a timely and caring manner?
- Do they seem to be enjoying the food or just pushing it around their plate?
- Ask if there is a qualified nutritionist on staff.
- Ask to see a meal menu for a month.
- Discuss availability of nutritious snacks on site.
- Discuss your loved ones' special dietary needs.



