

# Senior Living Community TOUR CHECKLIST



When you're looking for the perfect community, we welcome you to visit ours and discover the Benchmark Difference. We are honored to be recognized year after year, locally and nationally, for the way we care about our residents and our team.

## We're Setting the Benchmark in Senior Living

- **2015 Boston Globe Top 100 Places To Work** (& 2008-2014)
- **2014 Boston Business Journal Best Places to Work** (& 2010, 2011, 2013)
- **2014 Optima Award** for the Live Now, Live Engaged™ Program
- **2013 Assisted Living Federation of America "Best of the Best" Award** for Benchmark Lead Aide: Steps for Success Program
- **2013 Assisted Living Federation of America "Program to Spotlight" Honoree** for Bedford Falls
- **2009 Assisted Living Federation of America "Best of the Best" Award** for Benchmark Sensory Dining Services Program
- **2009 Assisted Living Federation of America "Best of the Best" Award** for the One Company Fund
- **2009 Young President's Organization Corporate Social Responsibility Award** for Employee Impact for establishment of the One Company Fund
- **2008 New Haven Healthcare Hero Institution Award** for the One Company Fund
- **2008 Help and Hope Public Health Award** for making the most significant impact in public health and policy to reduce the burden of arthritis



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Take this handy checklist with you every time you visit a senior living community. It will help you ask the right questions, keep your notes together, and is an easy way to compare communities side by side. Enjoy your visits!

Community Name \_\_\_\_\_

Community Contact Person \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### CARE, SAFETY AND MEDICATIONS

How often is health assessed?

Are care plans based on need or just time spent providing care?

Are staffing levels fixed or do they vary depending on number of residents and their care needs?

How does the community facilitate medication delivery and management for my loved one?

What is the procedure for a medical emergency?

Are staff members CPR certified?

Are extensive background checks done on all associates?

What type of training do all associates receive? Is specialized training provided to associates working with memory care residents?

What communication tools are used in the case of storms, power outages or other emergency situations?

**Notes:**

### COMMUNITY & AMENITIES

Is there leadership presence in the community 7 days a week as opposed to just a manager-on-duty model?

How does a community team ensure a successful transition of a new resident into the community?

Is the staff friendly and did you notice residents being spoken to by name on the tour?

**Notes:**

## PROGRAMS

Is there a monthly activities calendar and daily schedule, with a variety of programs available? Are the calendars available online for family members to view?

Are computers available with features specifically designed for ease of use for seniors?

Are there team members dedicated and trained in helping residents use the computers?

What type of exercise programs are available?

What type of transportation is available and how often?

**Notes:**

## DINING

Are menus reviewed and approved by a nutritionist?

How frequently do menus change?

Are heart healthy, low fat and low sugar options available?

Is an alternative menu always available?

Is a healthy salt substitute used in recipes and available for residents to use?

Is there a texture modified dining program for residents with swallowing issues?

Is there a dining program specifically designed for those with memory impairments?

**Notes:**

## THE COMPANY

Are systems in place to consistently measure and monitor whether the community is meeting and exceeding all senior living standards?

What opportunities are there for ongoing education and training for associates?

How frequently are residents and families encouraged to provide feedback to the company?

Is the parent company local, regional or national? Is it publicly traded or privately held?

Has the company received any awards of excellence or distinction over the last year?

Does the organization have a program in place to support their employees?

**Notes:**