



# CCRC Visit Checklist

*When you're looking at continuing care retirement communities, there's no substitute for visiting the community in person. More than once, in fact. Use this checklist to make sure you collect the facts as you also assimilate your feelings and impressions.*

## Location:

- Community is conveniently located for family and friends to visit
- Surrounding neighborhood is safe and free of crime
- Entertainment venues, shopping centers and restaurants are close by
- Medical facilities - and personal physician - are near

## Life Enrichment & Wellness Programs:

- Activities are scheduled throughout the day and evening
- Programs are offered that engage mind, body and spirit
- Senior-friendly fitness classes are included
- Craft groups, card clubs and informal resident gatherings have well-lit, convenient, dedicated spaces
- Residents have a voice in community activities and events
- Regular outings to movie theater, local restaurants, museums and other destinations of interest to residents - transportation included - are scheduled
- Outdoor spaces are available for walking, gardening and recreation

- Volunteerism is encouraged, with programs offered
- Residents appear engaged and energetic

## Levels of Living Include:

- Independent living
- Assisted living
- Skilled nursing
- Short-term skilled nursing and rehab
- Memory care

## Resident & Staff Interaction:

- Residents have access to in-home care
- The community is well staffed during the overnight hours
- A 24/7 emergency response system is in place
- A plan is in place for the resident who needs additional care and support, including moving to a different area of the community
- Housekeeping and laundry are provided
- Transportation services are available



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## Resident & Staff Interaction:

- Caregivers interact with residents in positive, calm and respectful ways
- Visitors are greeted promptly and warmly
- What is the staff-to-resident ratio for each level of care? \_\_\_\_\_

## Understanding the Pricing Structure:

- Services included in the monthly fee are: \_\_\_\_\_
- List of à la carte services [housekeeping, transportation, laundry services] is available
- Extra fees independent living residents typically incur are: \_\_\_\_\_
- Resident rate increases occur how often: \_\_\_\_\_
- There are multiple contract options, with entrance fee refundability available
- There is a lease agreement option

## Caregiver Experience & Training:

- Staff members undergo screenings and background checks prior to employment
- Satisfaction survey scores are available for review
- A plan is in place for medical emergencies, natural disasters and other crises

## Dining Services:

- Dining room looks and smells inviting
- Dining room table, chairs and linens are clean and in good condition
- Residents may invite guests for meals
- Residents can choose their own meal times
- Residents dine during designated meal times only
- Three daily meals, snacks and beverages are included in the monthly rate
- Resident committee works with dining services staff on menu planning
- The community accommodates special diets
- Dietician or nutritionist is involved in meal planning



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## Physical Plant:

- Community is clean and well maintained
- Ample parking is provided for residents and visitors
- Parking area is convenient and well lighted
- Exterior maintenance, snow removal and landscaping provided
- Multiple floor plans are available

- Residents are free to decorate their apartments according to their personal taste
- Community is pet-friendly
- Additional storage is available for residents
- Safety features are in place such as handrails and grab bars
- Residences have safety features, including an emergency alert system and a fire suppression system

And finally, note how you feel. Does the community look and feel like a place you would be comfortable calling home? If you have the chance to interact with other residents and their families, what can they tell you about the community?

Explore more of our resources at:  
**WhereYouLiveMatters.org**