



Independent Living Visit Checklist

When visiting independent living communities, make a list for each so you can compare facts - and feelings.

Location:

- Community is conveniently located for family and friends to visit
- Surrounding neighborhood is safe and free of crime
- Shopping and entertainment centers are nearby
- Medical facilities - and personal physician - are near

Hospitality:

- Visitors are greeted promptly and warmly
- Staff members encountered during a tour smile and offer courteous greetings
- Staff members address residents by name and show respectful familiarity
- Sales and marketing staff members demonstrate sincere interest in the senior and his or her family
- You feel safe, unpressured and comfortable, and all your questions are given diligent attention

Life Enrichment & Wellness:

- You have a list of services included in the monthly resident fee - and a list of additional possible monthly fees
- You have a list of care charges
- Housekeeping and laundry services are included in the monthly fee
- Transportation is included or assessed an additional fee
- Monthly fees change annually, with advance notice of the change given to residents

Dining:

- Dining room looks and smells inviting
- Dining room table, chairs and linens are clean and in good condition
- Residents may invite guests for meals
- 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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Support Services:

- Residents have access to in-home care
- Housekeeping and laundry are provided
- Transportation services are available
- Security is on hand around the clock

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 residents typically incur are: _____
- Resident rate increases occur how often: _____

Staffing:

- 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

Physical Plant:

- Community is clean and well maintained
- Ample parking is provided for residents and visitors
- Parking area is convenient and well lighted
- Safety features are in place such as handrails and grab bars
- Resident apartments have safety features, including an emergency alert system and a fire suppression system
- Residents are free to decorate their apartments according to their personal taste
- Community is pet-friendly

And finally, note how you feel. Does the community look and feel like a place you would be comfortable calling home?

Explore more of our resources at:
WhereYouLiveMatters.org