

# 8 Tips for Touring

## A SENIOR COMMUNITY



We know that moving to a new home, whether by choice or necessity, is not an easy thing to do. It can be hard to let go of familiar scenes and greet new ones. That's why it's essential to make the right choices and ask the right questions.

When you visit a senior living community – whether a CarDon community or not – here are some of the things you should keep in mind before, during and after the tour.

1

**Pay attention to the staff.** The quality of the caregiving team is one of the most critical factors in whether residents maintain their health, happiness and sense of independence. Is the staff friendly? Do they interact with the current residents frequently in a positive manner? Does the staff listen and make eye contact?

2

**Look at the current residents.** Observe the people already living there to get a sense of how residents are treated. Do they seem active and engaged? Are they treated courteously and respectfully by the staff? Smiling faces are a good sign!

3

**Is the community clean?** Observe the level of cleanliness – both what you can see and what you can touch and smell. Ask about the housekeeping performed in the personal living spaces and common areas. Also inquire about laundry routines. Run your fingers over some furniture and shelves!

4

**Talk to current residents and their families.** Make sure to take some time to talk with current residents and their families to get their feedback. Ask them for their honest opinions of the community. The community may even have a resident advisory council to help connect you.

5

**Eat a meal at the community.** Diet is very important to seniors and rehabilitation patients, in terms of both their health and quality of life. Ask to share a meal with current residents during your visit. Make sure it's the regular meal everyone eats, not something special whipped up for the occasion. Ask about dining hours, menu choices and specialized needs. Solicit feedback on the food from residents.

6

**Check out the activities.** participate. Make sure the social calendar is full of events, hobbies, religious services, crafts and other things you or your loved one enjoy. Musical performances, book groups, plays, quilting clubs, etc. form the lifeblood of a community.

7

**Examine the safety and security of the community.** Do the bathrooms have grab bars and accessible showers and commodes? How do residents contact staff if they have an emergency? Is the community secure with all entrances monitored?

8

**Ask about move-in and move-out procedures.** Moving multiple times from place to place can be disruptive, especially to seniors or those with medical challenges. Ask about timing, requirements and procedures for moving in. Also inquire about criteria for when a resident moves from one level of care to another (e.g., from assisted living to skilled nursing). What length of notice is required?

The staff at each of the 19 CarDon communities throughout Indiana are dedicated to a family-centered approach to senior living that focuses on making a positive difference in the lives of the people served -- from creating inviting, beautiful communities to providing compassionate, innovative and professional healthcare services. For more information, please visit [www.altenheimseniorliving.com](http://www.altenheimseniorliving.com).