

Retirement Community Visit Checklist

Questions to ask during your tour — Powered by Hometown America

Use this checklist during your visit to stay organized and make sure no important questions go unasked. Check off each item as you go and use the notes line to capture key answers on the spot.

Community name: _____

Date of visit: _____

AMENITIES & SERVICES

What amenities are included (e.g., fitness center, pool, library)? *Notes:* _____

Are transportation services provided for appointments or outings? *Notes:* _____

How often are community events or social activities held? *Notes:* _____

Are housekeeping and laundry services available, and at what cost? *Notes:* _____

HEALTHCARE ACCESS & NEARBY RESOURCES

Are there nearby hospitals, clinics, or urgent care centers? *Notes:* _____

Does the community have partnerships with local healthcare providers? *Notes:* _____

Are wellness amenities like fitness facilities or walking paths available? *Notes:* _____

How does the community support residents' general well-being? *Notes:* _____

DAILY LIFE & COMMUNITY CULTURE

What is the typical daily routine for residents? *Notes:* _____

How do residents meet neighbors and get involved in activities? *Notes:* _____

Can residents personalize their living spaces? *Notes:* _____

How does the community accommodate different lifestyle preferences or cultural backgrounds? *Notes:* _____

COSTS & CONTRACTS

What are the monthly fees, and what do they include? *Notes:* _____

Are there any deposits required upfront? *Notes:* _____

How are costs adjusted over time (e.g., annual increases)? *Notes:* _____

What is the policy if a resident needs to leave the community? *Notes:* _____

Are there different contract types available, and can we see an example? *Notes:* _____

PERSONAL CARE & SUPPORT SERVICES

Are personal care services available (bathing, dressing, medication management)? *Notes:* _____

How are personal care services billed — included or extra? *Notes:* _____

What support is available for memory care or specialized conditions? *Notes:* _____

How does the community coordinate with outside healthcare providers? *Notes:* _____

STAFF & MANAGEMENT

What is the staff-to-resident ratio? *Notes:* _____

What training and certifications do staff members receive? *Notes:* _____

How long have key staff and management been with the community? *Notes:* _____

Is there a clear process for residents or families to voice concerns? *Notes:* _____

SAFETY & SECURITY

What security measures are in place (e.g., gated access, cameras)? *Notes:* _____

Are emergency call systems available in living units? *Notes:* _____

How does the community handle fire safety and disaster preparedness? *Notes:* _____

Are the grounds and common areas accessible for mobility devices? *Notes:* _____

TRANSITION & MOVE-IN PROCESS

What is the typical timeline from application to move-in? *Notes:* _____

Is there assistance available with moving logistics? *Notes:* _____

What kind of orientation or welcome program is offered for new residents? *Notes:* _____

How are new residents integrated into community activities? *Notes:* _____

