

The Assisted Living & Memory Care Tour Guide

The Questions Every Family Should Ask Before Making One of Life's Most Important Decisions

Touring assisted living or memory care communities can feel overwhelming. Families are often trying to gather information while balancing emotions, time pressures, safety concerns, and the desire to make the best possible decision for someone they love. It can be difficult to know which questions to ask, what details matter most, and how to compare one community to another.

This guide was created to help families feel more prepared and confident during the touring process. Use these questions as a starting point for meaningful conversations about care, staffing, safety, costs, future planning, and quality of life. Taking notes and comparing answers from multiple communities can help you make a more informed decision and find the best fit for your loved one's unique needs.

You should also ask whether the community accepts long-term care (LTC) insurance and whether they accept Medicaid, as these can have a major impact on affordability and future care options. If they accept LTC insurance, ask how the process works, what policies are accepted, and whether the community assists with filing claims and coordinating benefits.

ASSISTED LIVING TOUR QUESTIONS

- What services are included in the monthly fee?
- What services cost extra?
- How often can rates increase, and by how much?
- Is there a community fee, move-in fee, or deposit?
- What levels of care do you provide?
- What happens if my loved one needs more care in the future?
- How are care plans created and updated?
- How often are care assessments completed?
- What is the staff-to-resident ratio during the day?

- What is the staff-to-resident ratio at night?
- Are caregivers available 24/7?
- How quickly do staff respond to emergency calls?
- What training do caregivers receive?
- Is a nurse on-site, and if so, how often?
- What medication management services are offered?
- What dining options are available?
- Can special dietary needs be accommodated?
- What activities and social programs are offered?
- How is transportation handled for appointments and outings?
- What safety and security measures are in place?
- Are apartments furnished or unfurnished?
- What is your resident turnover rate?
- How long has the management team been in place?
- What is the process for addressing resident concerns?
- Under what circumstances would a resident need to move out?

MEMORY CARE TOUR QUESTIONS

- What dementia-specific training does your staff receive?
- How often is dementia training updated?
- What is the staff-to-resident ratio during the day?
- What is the staff-to-resident ratio at night?
- How do you prevent wandering?
- What security measures are in place to keep residents safe?
- How do you handle behavioral changes associated with dementia?
- How do you respond to agitation, anxiety, or aggression?
- What is your approach to redirection and de-escalation?
- How are individualized care plans developed?

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- How often are care plans reviewed and updated?
- What does a typical day of engagement look like?
- What activities are specifically designed for residents with dementia?
- How do you encourage social interaction and participation?
- How do you support residents in different stages of dementia?
- What is your medication management process?
- Is a nurse available on-site or on-call?
- How do you communicate changes in condition to families?
- What dining support is provided for residents who need assistance eating?
- How do you manage sleep disturbances and sundowning?
- What happens if a resident's care needs increase significantly?
- How do you support family involvement and visitation?
- What is your emergency preparedness plan?
- What is your resident turnover rate?
- Can families speak with current residents' family members for references?

DISCLAIMER

This guide is intended for educational and informational purposes only and should not be considered medical, legal, financial, or placement advice. Assisted living, memory care, long-term care insurance, Medicaid participation, staffing levels, services, fees, policies, and admission requirements vary by community, state, and individual circumstances. Families should conduct their own research and consult qualified healthcare professionals, elder law attorneys, financial advisors, or senior living specialists when making care decisions. The questions provided are intended as a general starting point to help families evaluate and compare communities and are not a guarantee of services, quality of care, or future outcomes.