

Tour Checklist · Name of Location:

Basic Information	(Yes/No) & Comments
Are there any openings for admission?	
Are there any <i>private</i> rooms available?	
Resident Appearance	(Yes/No) & Comments
Are residents clean, appropriately dressed for the season and time of day, and well groomed?	
Do residents appear happy?	
Living Spaces	(Yes/No) & Comments
Does the residence appear clean and well kept?	
Is the residence free from overwhelming odors, and do noise levels seem reasonable?	
Do furnishings appear sturdy and appealing?	
Employees	(Yes/No) & Comments
Does the relationship between employees and the residents appear to be warm, polite, and respectful?	
Are employees warm and friendly throughout the tour, and are they well groomed and wearing nametags?	
Resident Rooms / Apartments	(Yes/No) & Comments
Do resident room/apartments appear neat, clean and inviting, with sturdy furnishings in good repair?	
Hallways, Lounge Areas, Bathrooms	(Yes/No) & Comments
Are hallways and lounges clear of obstructions?	
Are quiet, inviting lounge areas available for residents to interact with family/visitors?	
Are bathrooms neat and clean?	
Menus/Food	(Yes/No) & Comments
Does the residence offer a large variety of menu choices? (Ask for a copy of the menu and alternative menus, and if present during mealtime, ask to sample the food.)	
Activities/Recreational Opportunities	(Yes/No) & Comments
Does the residence offer a variety of activities? (Ask for a copy of the monthly activity schedule.)	
Does the residence support each resident with personalized interests/activities/hobbies?	
Does there seem to be enough activities scheduled?	
Are opportunities available for residents to go on outings?	
Quality of Care	(Yes/No) & Comments
If touring a nursing home / skilled nursing facility, what is their CMS Star Quality Rating?	
Are the state survey results available for review? If you have questions, ask the tour guide for clarification.	
Are satisfaction survey results available?	
Tour Experience	(Yes/No) & Comments
Was the tour guide knowledgeable about the residence and able to answer the majority of your questions?	