

# Memory care touring checklist

Community:

When contacting or visiting a prospective memory care community, be sure to use this checklist to keep notes, compare communities, and get answers to important questions.

## General Observations

- You're greeted and feel welcome
- Entrances and exits are secure
- Common areas are easy to navigate
- Outdoor areas prevent wandering
- Community is clean and odor-free
- Residents look happy and engaged
- Residents appear well-groomed
- Bathrooms include safety features
- Emergency protocols are available
- Pet-friendly environment

## Staffing

- Staff are licensed or certified
- Staff are kind to residents
- Staff call residents by name
- Staff are tenured
- Staff look well-groomed
- Staff-to-resident ratio is comfortable

**Notes:** What specialized memory care training does staff receive?

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What methods are used for de-escalation?

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## Living Units

- Natural light is present during the day
- Temperature is controllable and comfortable
- Emergency call system is available
- Balance of safety and privacy

**Notes:** Who has keys and access to the unit?

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## Personal Services

- Care assessment begins upon admission
- Daily care and chores are managed
- Outside patient care is coordinated
- Meals are tailored and nutritious
- Special diets are accommodated
- Person-centered care is provided
- Transportation is available

**Notes:** What specialized memory care therapies or services are offered? What specialized activities are available to residents in various stages of memory loss?

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## Finances

- Renters insurance requirements are clear
- Appeal process for dissatisfied residents is available
- Monthly cost breakdown is clear
- Additional fees are mentioned

**Notes:** What sort of pricing incentives, move-in specials, or other financial programs are available?

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How long is the waitlist, and how are availabilities awarded? Is it first come, first served?

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*aPlace for Mom.*

THE PLACE FOR SENIOR LIVING ADVICE