



YOUR SENIOR LIVING DECISION-MAKING CHECKLIST

Here are a few specific things TO DO and TO ASK during your onsite tours.

THE LOCATION & PHYSICAL FEATURES

To Do:

- Tour the entire community—inside and outside.
- Check the lighting as you tour—inside (soft and inviting) and outside (well-lit and safe).
- Make sure the community appears clean and well-maintained. What does it smell like?

To Ask (yourself or the community):

- Does the community have a unique location that makes it more desirable (near a university, park, walking trails, etc.)?
 - Is the surrounding neighborhood desirable with conveniences nearby—grocery stores, pharmacy, public transit, hospital, etc.?
 - Are there special safety design elements in the residences, common spaces and exterior areas?
 - Does the community have the lifestyle amenities—inside and outside—you're looking for?
 - Would you be proud to call this community home?
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YOUR PERSONAL SPACE

To Do:

- Tour several **floor plan options**—ask for printed floor plans to take home.
- Take note of the views. Do you prefer a view of sunrises or sunsets?
- Observe residence proximity to elevators, stairs, dining and activity centers.

To Ask:

- Will you be able to redecorate to your personal tastes?
- Will there be room for everything you want to bring (recliner, sewing machine, favorite desk, etc.)?
- Are the residences equipped with emergency response systems?
- What utilities (telephone, cable, internet) are included?
- What services are available—Housekeeping? Laundry? Salon services?
- Can you plan an overnight stay to get an even better feel for the lifestyle?
- Are pets allowed?
- Can guests visit and stay overnight?
- Are there related costs to you for overnight guests and/or guests for meals and events?
- Can you picture yourself living in the residence you like best?



LUTHER MANOR

A Life Plan Community

COMMON AREAS/SOCIAL ENVIRONMENT

To Do:

- Observe the residents. Do they seem happy and well-cared for?
- Ask for copies of activity and event calendars as well as **life enrichment program** descriptions and any community newsletters.
- Plan for a lunch meeting to get an idea of the dining experience. Are there residents who can join you?
- Get copies of the daily menus from all dining venues.
- Request that your name is added to the event invitation list so you can experience onsite social gatherings.

To Ask:

- Is the community well-designed for your needs and easy to navigate?
- Is the décor updated, attractive and homely?
- How many dining options are there and when are they open?
- May residents request “take-out” meals to eat in their residence?
- Is the social environment appropriately resident-centered? Do residents have input and choice when it comes to social events, dining/menus and community protocols?
- Are there appropriate safety features like sprinkler systems, smoke detectors and well-marked exits?

CARE MODEL/LEVELS OF CARE

To Do:

- Make sure you tour all the onsite levels of care, even though you may be currently interested in only independent living.

To Ask:

- What levels of care does the community offer?
- Is there a medical center or medical staff available for in-home visits in independent living?
- What is the community policy for the storage and administration of medication?
- As needed, is there a written plan of care designed for each resident? How is this initiated and how often is the care plan reviewed?



FINANCIAL STRUCTURE

To Do:

- At Luther Manor, use the community's valuable **MoneyGauge tool** to help you determine which residence best fits you financially.
- Ask for copies of the Residency Agreements and any supporting contractual/financial information.
- Make sure you leave with state-mandated accreditation information (state licensing) included in the resources from the community.

To Ask:

- What is the payment or billing model?
- How is the pricing model structured for each level of care?
- Does the community accept long-term care insurance? Medicaid?
- What are the move-in/move-out policies (refunds and transfers)?

COMMUNITY STAFF

To Do:

- Observe the staff. Do they treat each other in a professional manner? How do they interact with the residents?

To Ask:

- Is the staff courteous? Did they greet you and know your name when you entered?
- What type of staff training and background checks are conducted?
- Is there a community process for suggestions and complaints?