

A FREE WILLOWBARROW FAMILY GUIDE

# The Senior-Living Tour Questions Checklist

Bring this simple checklist on your tours so you can compare communities with calm, clear questions.



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Questions? Write to [hello@willowbarrow.com](mailto:hello@willowbarrow.com) - or get matched, free, at [willowbarrow.pages.dev/get-matched/](https://willowbarrow.pages.dev/get-matched/)

## Daily life and dining

Ask what everyday life feels like, not just what is listed on paper.

Look for choices, routines, and small details that would make your parent feel comfortable.

- What does a typical day look like here?
- What activities are offered each day and each week?
- Are there outings, clubs, fitness, faith, or hobby options?
- Can residents choose how busy or quiet they want their day to be?
- What are meal times like?
- Can residents choose where and when to eat?
- Can you see a sample menu?
- How do you handle food preferences, cultural meals, or vegetarian options?
- Are snacks available between meals?
- Can family join for a meal or special event?

## Care and staffing

Use simple questions to understand what help is available and how the team works together.

It is okay to ask the same thing in more than one way until the answer feels clear.

- What kinds of support do residents commonly receive here?
- How is a new resident's needs assessment done?
- How often is the care plan reviewed?
- Who is on site during the day, evenings, nights, and weekends?
- How do staff respond when someone needs help?
- How are medications managed?
- What happens if a resident's needs change over time?
- Do residents stay here if they need more support later?
- How do staff get to know each resident's routines and preferences?
- Who should families contact with questions or concerns?



## Costs and contracts

Ask for a clear, written breakdown so you can compare communities fairly.

Look for what is included, what may cost extra, and how changes are communicated.

- What is included in the monthly price?
- What services usually cost extra?
- How do prices vary by apartment size, care level, or services?
- Is there a community fee, deposit, or move-in fee?
- Under what circumstances can monthly costs change?
- How much notice is given before a rate change?
- What is the move-out notice policy?
- What happens if a resident is away for a hospital stay or family visit?
- Can we take a copy of the contract to review at home?
- Who can walk us through the agreement in plain language?

## Safety and emergencies

Safety should feel steady and respectful, not restrictive.

Ask how the community prepares for urgent situations and everyday peace of mind.

- How do residents call for help from their apartment?
- How quickly are call requests usually answered?
- What safety features are in the apartments and common areas?
- How is the building secured for residents and visitors?
- What is the plan for fires, storms, power outages, or evacuation?
- What happens if a resident falls or needs urgent help?
- When do you call family?
- How do you support residents who may wander or become confused?
- How are medications stored and documented?
- How do you help new residents settle in safely?



## Culture and language

A good fit often shows up in how welcome your family feels.

Ask whether the community can support your parent's language, traditions, and daily preferences.

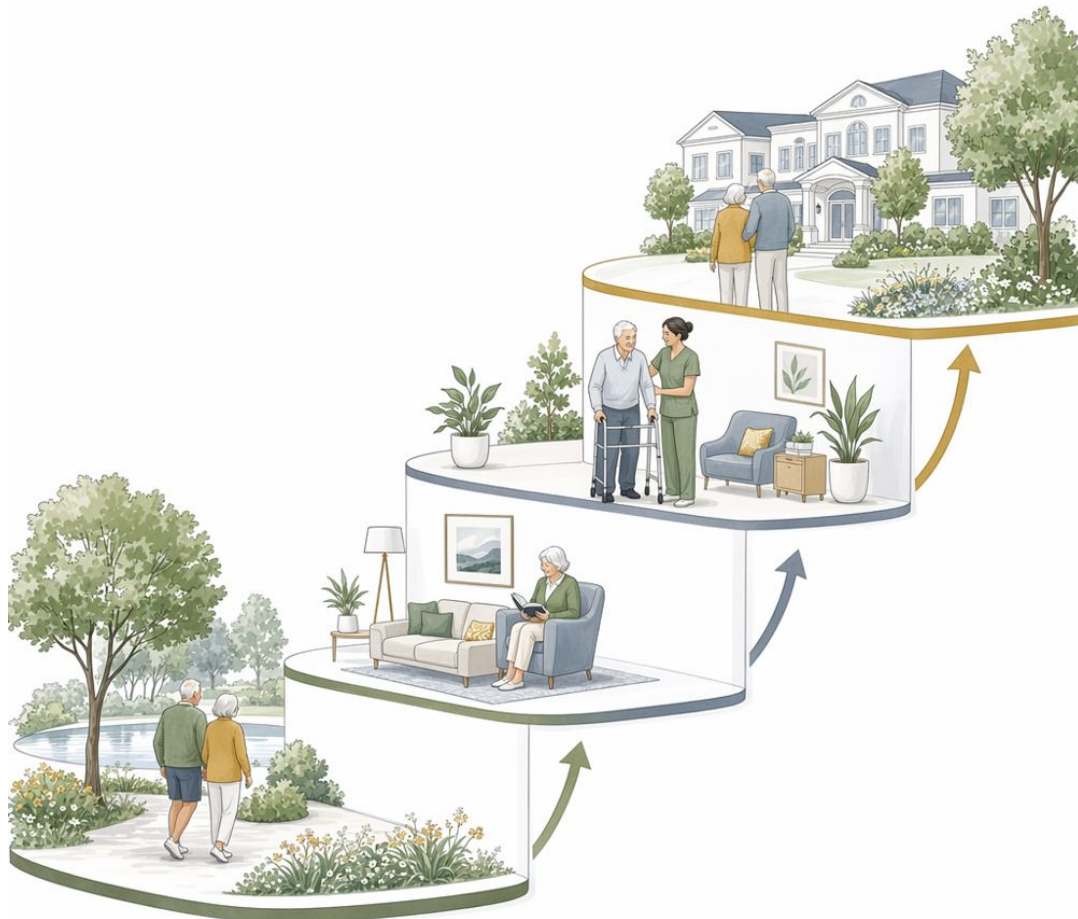
- What languages do staff members speak?
- Are interpretation or translated materials available?
- How do you honor cultural traditions, holidays, and faith practices?
- Can the dining team support familiar foods and preferences?
- Are there residents and staff from a mix of backgrounds?
- How do you help new residents make friends and feel included?
- Can family members stay involved in celebrations and care conversations?

## Trusting your gut

Your notes matter, but so do your impressions.

Pay attention to what you see, hear, and feel during the visit.

- Do staff greet residents warmly by name?
- Do residents look comfortable, engaged, and respected?
- Does the community feel clean, calm, and lived in?
- Are common areas inviting and easy to navigate?
- Did answers sound clear and honest?
- Were staff patient with questions?
- Can you picture your parent feeling at home here?
- What did your parent seem to like or dislike?
- What would you want to ask on a second visit?



When you are ready, Willowbarrow can help you get matched for free with senior-living options that fit your family's preferences, language, and budget.



