

A close-up photograph of two hands clasped together. The hand on the right is wearing a white medical cast. The hands are resting on a thick, white, knitted blanket. The background is softly blurred, showing a person's arm and a light blue wall.

TIPS FOR TOURS BY **TRUE**Assist[®]

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OUTSIDE/NEIGHBORHOOD

How does the outside of the community look compared to the surrounding buildings or neighborhood? Is it in good condition? Is the perimeter nicely manicured?

SCENT/FOOD

How does it smell inside? If they're cooking see what they're making. Ask for a sample menu/ ask where they do their grocery shopping.

INSIDE

How does the inside look? Is it clean and tidy?

PARKING

Is there ample parking for residents and guests?

REFRIDGERATOR

If you're touring a Board and Care ask to take a look inside the refrigerator. How does it smell? Is it organized?

ATMOSPHERE

How does the atmosphere feel? Is it warm and friendly?

RATIO

Ask what the resident to caregiver ratio is?

INTERACTION

How's the interaction between the staff and the residents? Is it truly genuine and caring?

CAREGIVERS

Talk to at least one of the caregivers on staff.
Are you able to communicate effectively with them? Ask them how long they have worked there? Do they enjoy working there?

RESIDENTS

How do the residents seem to be? Talk to them directly and ask them what they like about the community and the people there?

SAFETY & SECURITY

What safety and security measures or equipment do they have? (door alarms/ fire extinguisher/ cameras)

FEEDBACK

Is there a way for residents or loved ones to comment on what they like or don't like/ give feedback or do they have a "suggestion box"?

TRANSPORTATION

Ask about transportation and outings to the surrounding community. How many days a week do they provide transportation? Is it only to medical appointments or do they have fun trips as well? (where do they go? (shopping, movies, museums, beaches)

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