

Questions to Ask GUIDE



Choosing the right retirement community is a personal decision. It’s about finding a place that feels comfortable, supportive, and truly like home.

Use these questions to compare your options and understand what matters most for you or your loved one.

Before You Begin

If you’re not sure what level of care is right for you or your loved one, start here. Ask how each residence helps you determine the best fit.

- How do you assess which level of care (independent, assisted, memory care) is right for me or my loved one?
- Do you offer complimentary assessments or consultations before move-in?

Location and Community

Think about how location affects daily life, family visits, and access to familiar places.

- Is the residence close to family, friends, and familiar areas?
- What nearby amenities are available (shops, parks, healthcare)?
- Is transportation provided for appointments or outings?
- What is the neighborhood like — quiet, lively, walkable?
- Are pets allowed, and if so, what are the rules?

Suites and Accommodations

Comfort starts with a space that feels like your own.

- What suite sizes and layouts are available?
- Can I bring my own furniture or decorate my space?
- Are bathrooms equipped for accessibility and safety?
- Is housekeeping and linen service included?
- What happens if I want to change suites later?

Dining Experience

Food and community often go hand in hand. Ask how meals are prepared and shared.

- What are the meal options, and how are menus planned?
- Are dietary needs or preferences accommodated?
- Are meals freshly prepared on-site?
- Is there flexibility in dining times or seating?
- Can guests join for meals?

Wellness, Care and Support

The right level of support helps you stay independent while feeling secure.

- What levels of care are provided (independent, assisted, memory care)?
- How are care needs assessed before move-in?
- What happens if my care needs change over time?
- Is there a process for transitioning from one level of care to another within the community?
- Are nurses or personal support workers available 24/7?
- How often are care plans reviewed and updated?
- Who is involved in creating and updating care plans (nurse, physician, family)?
- How is medication management handled, and are pharmacy services available?
- What specialized care is available for dementia, mobility challenges, or chronic conditions?
- What wellness programs are offered to help residents stay active and independent?
- What safety measures are in place for residents with memory loss or who are prone to wandering?

Activities, Programs and Lifestyle

Engagement and connection make every day more meaningful.

- What types of activities and programs are offered daily or weekly?
- Are there fitness, arts, or social clubs?
- Are outings, volunteer opportunities, or intergenerational programs available?
- Can residents suggest or lead activities?
- How are new residents welcomed and included?

Team & Atmosphere

The people make the place. Learn about who will be caring for you and how they build relationships.

- What training do staff receive?
- How long has the leadership team been with the residence?
- How do team members get to know residents personally?
- How are concerns or feedback handled?
- Can I meet some of the staff before deciding?

Pricing and Contract Details

Understanding costs upfront helps avoid surprises later.

- What's included in the monthly fee?
- What services or amenities are extra?
- How do care costs change if needs increase?
- Are there flexible payment options or trial stays?
- How are rent increases handled?
- What is the notice period if I decide to move?

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Safety and Accessibility

Peace of mind comes from knowing support is always within reach.

- What emergency systems are in place?
- How is the building secured (entrances, visitor policy)?
- Are hallways and common areas wheelchair-accessible?
- How are falls or health incidents handled?
- Is there staff coverage 24/7?

Environment and Design

Pay attention to how a space feels — both physically and emotionally.

- Is the atmosphere bright, clean, and well-maintained?
- Are there quiet spaces for reading or reflection?
- Does the design support independence and community interaction?
- Are there outdoor areas or gardens residents can enjoy?

Visits and Transitions

The move is a big step — these questions help you understand the process.

- Can I visit anytime or schedule a tour?
- Are family visits encouraged?
- What support is provided during the move-in process?
- How do you help new residents adjust and feel at home?
- What support is available if a move becomes necessary for health reasons?

Next Steps

Bring this list with you when touring communities, and make notes on what stands out.

When a place feels right, you'll sense it — not just in the amenities, but in the people and the atmosphere that make it feel like home.