

HARBOUR VILLAGE
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SENIOR LIVING COMMUNITY EVALUATION GUIDE AND CHECKLIST



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GETTING READY TO TOUR A SENIOR LIVING COMMUNITY? BELOW ARE 10 KEY THINGS YOU'LL WANT TO KEEP IN MIND.

Cleanliness/Maintenance

Take a close look as you do your walk-through. Do the common areas, dining room, halls and homes appear fresh, clean and well-maintained? Are there any strange odors? Is there plenty of natural and artificial light? How do the outdoor spaces and parking area look? Are the grounds inviting and attractive?

Management

Make sure to get an introduction to the management team. If possible, speak with the community's executive director, the director of activities and events, and those who manage healthcare and nursing. Ask if management conducts resident satisfaction surveys. You should also inquire about residents' involvement in community management. Is there a resident council that works with the management team to identify opportunities and solutions? It's also helpful to speak with personnel in the business office to learn about terms of the contract, rules of the community, rate structures, and payment requirements.

Staff/Personnel

The attitude and friendliness of the staff can play a key role in the day-to-day engagement and happiness of the residents of a senior living community. So, as you meet with staff, what are your impressions? Are you warmly greeted? Does the team appear to get along with each other? When they interact with residents, do they give them their full attention? Does the staff seem to know residents' names? Find out about the staff to resident ratio, how staffing patterns are established, and about the experience of the staff. Is it a mix of seasoned pros and energetic, young employees?

Surroundings

Make sure your tour includes a view of the community's outdoor areas. Are there paths to walk or places to sit, relax and socialize? Does the area feel safe? Also, consider the broader location of the community. Is it close to grocery and department stores, restaurants, parks, and entertainment and cultural options of particular interest? Is it close to your or your loved one's preferred place of worship?



Living Space

Living spaces in senior living communities can vary widely depending on level of care. With that in consideration, judge accordingly. In general, you can look for things like individual unit climate control, availability of natural light, private locking doors, handrails in the bathroom, an emergency alert system, available storage, cleanliness of the unit, and whether décor and colors have been updated/upgraded (carpets, walls and countertops or surfaces).

Dining

Make arrangements prior to your visit to have a meal at the community. You'll have the opportunity to try out the cuisine for yourself and meet some of the residents in an informal setting. Ask them their opinions about the dining experience at the community. Chances are, they'll be honest! Also, you'll want to find out about the dining plan, hours, procedures, options (do they serve 3 meals a day?), and how the community approaches serving residents with specific dietary restrictions.

Activities

A great way to learn about community activities is to review the monthly calendar of events. Do the activities seem to match your or your loved one's interests? What activities happen daily, weekly, or monthly? Are there trips and outings? How well are activities attended? A good way to get a feel for how the community—and particularly the staff—handles activities is to watch one in action, or even better, participate in one if you can.

Amenities and Services

Amenities and services can vary widely from community to community. Some things to consider are whether utilities are paid, if the community offers shuttle transportation, and what laundry services are provided. Also, is parking provided for residents and guests? What about housekeeping and linen services? Is the community pet-friendly? Is there an elevator and full handicap accessibility? Are religious or worship services available onsite?

Safety and Security

Safety and security is obviously important in a senior living community. You'll want to explore the security and emergency procedures. How do residents contact staff if an emergency occurs in living areas? Is there an emergency alert system? Is staff available to help 24 hours a day? Do staffing patterns differ at night? Is there a registered nurse onsite? Are bathrooms fully accessible with convenient grab bars? How safe are the community grounds? Is there a sign in/sign out desk for visitors?

Ambiance

After taking so many specific criteria into consideration, it can still come down to how the community makes you feel. Look beyond the lobby décor, the services and amenities, the activities, and the manicured grounds. Can you see yourself or your loved one living here? Do you find it truly inviting—a place where you'll feel comfortable and at ease? Really consider whether this is a place where you'll be able to enjoy your life and be happy.

To schedule a visit, contact us at (414) 421-4800.

SENIOR LIVING COMMUNITY EVALUATION CHECKLIST

Take this handy checklist with you each time you tour a senior living community, then compare your notes to help you evaluate which is best for you. *Check all that apply.*

Cleanliness/Maintenance

- ☐ Halls and common area clean
- ☐ Dining areas clean
- ☐ Living units clean and well maintained
- ☐ Outdoor spaces well-maintained and attractive

Staff/Personnel

- ☐ I was greeted with a smile
- ☐ Team members seem collaborative
- ☐ Staff is warm and friendly with residents

Management

- ☐ Spoke with Executive Director
- ☐ Spoke with Activities Director
- ☐ There is a Resident's Council
- ☐ Met with Business Office

Surroundings

- ☐ Outdoor walking paths/exercise opportunities onsite
- ☐ Outdoor relaxation areas onsite
- ☐ Grocery nearby
- ☐ Shopping nearby
- ☐ Restaurants nearby
- ☐ Entertainment options nearby
- ☐ Place of worship nearby

Activities

- ☐ Met with Activities Director
- ☐ Offers some of my favorite activities
- ☐ Observed/participated in activity
- ☐ Offsite trips and outings

Amenities & Services

- ☐ Paid utilities
- ☐ Scheduled transportation
- ☐ Laundry
- ☐ Housekeeping service
- ☐ Linen service
- ☐ Pet-friendly
- ☐ Elevator
- ☐ Designated parking spaces
- ☐ Onsite worship services

Living Space

- ☐ Full kitchen
- ☐ Kitchenette
- ☐ Emergency Alert System
- ☐ Private locking door
- ☐ Easily accessible cabinets and storage
- ☐ Handrails in bathroom
- ☐ Adequate storage
- ☐ Individual climate control

Dining

- ☐ I ate a meal here. I enjoyed it.
- ☐ I ate a meal here. I did not care for it.
- ☐ I did not eat a meal here.
- ☐ 3 meals served a day
- ☐ Formal dining area
- ☐ Other areas to dine and socialize (cocktail hour, etc.)
- ☐ Special menus for restricted diets

Safety & Security

- ☐ Procedure in place for resident emergencies
- ☐ 24 hour staffing
- ☐ Nurse onsite
- ☐ Common areas maintained for safety /trip hazards, etc.
- ☐ Sign in/sign out desk

Ambiance

- ☐ I can picture living here
- ☐ I have reservations about living here

Notes: