

# Essential Questions to Ask



Premier Residential  
Retirement Since 1987

## WHEN VISITING A RETIREMENT COMMUNITY

Knowing what to ask can help you get a real feel for whether a retirement community is a good fit for you. Here's a **list of questions to ask during a visit, organized by category:**



### LIFESTYLE & COMMUNITY

- Can I see a current calendar of activities?
- What is a typical day like here for residents?
- Do you have partnerships with any outside organizations?
- How do you help new residents get connected and feel at home?
- How many employees are in the activities/life enrichment department?
- What types of activities, clubs, social events, lectures or presentations are available?



### DINING

- What are dining hours?
- Can I see a sample menu?
- How many meals are provided daily?
- Do residents have input on the menu?
- Are special dietary needs accommodated (*gluten-free, diabetic, vegetarian, etc.*)?



### APARTMENTS & AMENITIES

- Can I see a few floor plan options and pricing?
- What security measures are in place?
- What amenities are on-site (*fitness center, library, salon, transportation*)?



### CARE & SUPPORT

- What types of care are available (*independent living, assisted living, memory care, and/or skilled nursing*)?
- Is staff available 24/7?
- Can I see your recent DSHS survey results?
- Is there a social worker on site for the residents?
- How are changes in a resident's care needs handled?
- What services do you offer if I can't take my mom, or dad to a doctor's appointment or there is an emergency and I'm out of town?
  - Red flag:** What is your staff turnover rate? (*High turnover can mean poor management or unhappy employees.*)
  - Red flag:** Can you walk me through what happens in an emergency? (*Look for clear, confident answers.*)

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### COST & CONTRACTS

- What is the length of my contract?
- What is included in the monthly fee?
- Are there entrance fees or buy-in costs?
- What happens if a resident runs out of funds?
- How often do rates increase, and by how much historically?
- Are there extra fees for things like transportation, second person, parking, pets, help with daily tasks, etc.?



### HEALTHCARE & SAFETY

- How do you handle emergencies?
- What protocols are in place for resident safety and wellness checks?
- Do you have on-site medical staff or partnerships with nearby medical professionals?
  - Red flag:** How quickly do you respond to call buttons or emergencies?  
(Look for a concrete average response time, not just "quickly".)



### REPUTATION & REVIEWS

- Who owns and/or operates this community?
- When was the company and/or community established?
- What do current residents and families say about living here?
- Do you collect resident satisfaction surveys and can I read the results?
- Can I speak with a current resident about their experience?
  - Red flag:** Has the community had any state violations or lawsuits?  
(They should be transparent and provide records if requested.)



### YOUR PERSONAL FEEL

- Do staff seem engaged and happy?
- Do residents seem active and friendly?
- Does the community feel like a good fit for my personality and interests?

## COMPARING COMMUNITIES WITH CONFIDENCE

The right questions can help you look past the sales journey and see what life is really like in a community. Listen not only to the answers, but also to how openly and confidently they're shared. Take time to compare your impressions across visits, and trust your instincts. The best fit is a place where you, or your loved one, can feel at home, well-supported, and engaged every day.