

Make the most of your visit to ANY retirement community. Use this tour checklist to identify topics you want to discuss, questions you need answered or amenities you'd like to see in person. Be sure to print it and bring it with you when you visit.

AMENITIES AND SERVICES

- Are pets welcome?
- Is there a good variety of activities?
- Can guests visit 24/7?
- Are fitness opportunities available?
- Is there scheduled transportation?
- Can I bring my car to campus?
- Is the community staffed 24/7?
- Are the apartment homes handicap-accessible?
- Are services available to help me move?
- Are there programs available to help with moving expenses?
- Are children welcome on campus?
- Is there overnight accommodation for my guests?

DINING

- Are there multiple dining venues on-site?
- Does an actual chef plan and prepare the meals?
- Are flexible meal plans available?
- Are there selections available for people with specific dietary needs?
- Are there multiple entrée options available at each meal?

APARTMENT HOMES

- Does each home have individual climate control?
- Is there a washer and dryer in each home?
- Is there a kitchen in each home?
- Are all appliances included?
- Are custom upgrades available?
- Are safety features included in each home?
- Are the majority of homes occupied?
- Am I free to decorate my home how I wish?

Notes/Comments:

HEALTH CARE

- Is there a medical center on-site?
- Can I continue seeing my current doctor?
- Are the doctors employed full-time?
- What levels of continuing care are available on-site?
- Is my health insurance accepted?
- Are emergency first-responders available 24/7?
- Is there an on-site pharmacy?

FINANCIAL

- Is there a one-time entrance deposit or "buy in"?
- Is the entrance deposit refundable?
- Is there a monthly service fee?
- Are safeguards in place should I outlive my resources?
- Is there a second person occupancy fee?
- Is the community financially sound?

POST-TOUR IMPRESSIONS

Fill out this section of the checklist AFTER your tour.

This section will help you gather your overall impressions and decide your next steps.

- Was the staff friendly and polite?
- Did you get answers to all of your questions?
- Was information conveyed clearly and knowledgeably?
- Did you tour everything you wanted to see?
- Did you have an opportunity to meet any residents?
- What type of activities did you see going on?
- Were the grounds attractive and well-kept?
- Were the buildings clean and well-kept?
- Did you receive an invitation for a return visit?
- Can you see yourself living at this community?

Notes/Comments:

What questions do you still have?

What would you like to experience on a future visit? (e.g. overnight stay, lunch, meet with a resident, attend a club meeting)

What are your overall impressions of the community?

How does this community compare to other options you may have explored?

Additional comments:

Call 1-800-980-9123 to schedule your tour of Highland Springs.