

# 12 Overlooked Questions to Ask on a Retirement Home Tour

1. What is included in the base rate, and what are some of the most common additional charges for residents?
2. What is your policy if a resident is away for an extended period (in the hospital, on vacation)?
  - Is the monthly rate adjusted?
3. What are some common items that residents are not allowed to have in their suite?
4. Tell me about your favourite moment or event that's happened here in the past year?
5. How are resident meals prepared?
  - How do you accommodate allergies or cultural diets?
6. Can residents access snacks, coffee, and tea outside of scheduled mealtimes?
7. Will I be able to continue to live here if my care needs increase?
  - What are your hard stops where you can no longer support a resident?
8. How often are care plans reviewed, and how are families involved in updating care goals?
9. Will staff coordinate with external care providers, (physio, OT, foot care, labs)?
  - Is there a fee if staff are involved in coordinating an appointment?
10. What supports do you provide to help new residents adjust socially and emotionally to their new home?
11. What security measures are in place for resident safety (PIN access, cameras, emergency call buttons)?
12. How many staff are on duty overnight, and what roles do they have?

