

Bright Hands — 18 Questions to Ask on an Assisted Living Tour

Bring this with you. Ask every home the same questions; the answers will sort themselves.

How to use this checklist: tour at least 2–3 homes. Ask every home the same questions and write the answers in the margin or on the back. When you lay the pages side-by-side, the comparison makes itself — good homes answer specifically, evasive homes give you adjectives.

Staffing

1. What is your staff-to-resident ratio during the day, and what does it drop to overnight?
2. Who are the people on shift right now — and how long have they worked here?
3. Is there awake, on-site staff 24 hours a day, or is overnight coverage on-call?

Medical & Medications

4. Who administers medications — a CMT, an RN, or unlicensed staff?
5. How do you coordinate with my parent's primary care doctor, and do you have an on-call nurse?
6. Walk me through what happens if my parent falls, refuses a medication, or develops a UTI.

Daily Life

7. What does a typical Tuesday look like here, from breakfast to bedtime?
8. How do you handle food preferences, cultural foods, and texture-modified diets?
9. Can I visit any time, or are there set visiting hours?

Safety & Emergencies

10. What is your plan for fires, severe weather, and power outages?
11. How many falls has this home had in the last 12 months, and what did you change after each?
12. May I see a copy of your most recent OHCQ inspection report?

Pricing & What's Included

13. What is the all-in monthly price for my parent's care level — with nothing extra billed later?
14. Which services cost extra — incontinence supplies, two-person transfers, hospice coordination, transportation?
15. How often do rates go up, by how much historically, and how much notice do residents receive?

Transitions & Move-Out

16. At what point would my parent's needs exceed what your license allows, and what happens then?
17. How do you support a resident transitioning to hospice — do they stay here or move out?
18. What is your refund policy on the community fee and the final month if we need to leave?