CASCADES AT DELRAY BEACH · FREE FAMILY GUIDE

Assisted Living Tour Checklist

Take this checklist with you on every tour. Tick each question once you have an answer, and write down what you hear so you can compare communities side by side afterwards.

COMMUNITY NAME

DATE & TIME OF VISIT

TOUR GUIDE / CONTACT

PHONE / EMAIL

Tip: Try to visit around lunchtime or during a scheduled activity, and if you can, come back a second time at a different time of day. Ask for all fees in writing before you leave.

1 Care and Medical Services

- [ ] Does your facility have nurses on site during the day, evening and overnight?
- [ ] Are nurses available on-site 24 hours a day?
- [ ] How are residents' individual care needs assessed?
- [ ] Are personalised care plans created for each resident?
- [ ] How often are care plans reviewed and updated?
- [ ] Is medication management included?
- [ ] Are visiting physicians or other healthcare professionals available?
- [ ] What happens if a resident requires a higher level of care?
- [ ] How are medical emergencies handled?
- [ ] How does the team communicate with families about changes in health or wellbeing?

2 Costs, Fees and What Is Included

- [ ] What is included in the monthly fee?
- [ ] Are meals, housekeeping, laundry and activities included?
- [ ] Are care services charged separately?
- [ ] Is pricing based on a fixed monthly rate or a tiered care system?
- [ ] Are there additional fees for medication management or personal assistance?
- [ ] Is there an initial community fee or deposit?
- [ ] Are deposits refundable if a resident moves out?
- [ ] How often can fees increase?
- [ ] Will the monthly cost change if my loved one's care needs increase?
- [ ] Can I have all fees and additional charges in writing?

3 Daily Life, Dining and Activities

- [ ] What does a typical day look like?
- [ ] What activities and social events are available?
- [ ] Are residents encouraged to participate, or can they choose their own routines?
- [ ] Are there fitness classes, outings or organised entertainment?
- [ ] Can residents continue their existing hobbies and interests?
- [ ] What are the dining arrangements?
- [ ] Are different menu options available?
- [ ] Can dietary requirements, allergies or special nutritional needs be accommodated?
- [ ] Can families join residents for meals?

- [ ] Is transportation available for appointments and outings?
- [ ] Can I see the current activity calendar and menu?

4 Safety, Staffing and Quality of Care

- [ ] Are background checks carried out on all employees?
- [ ] What training do caregivers receive?
- [ ] Are staff trained in fall prevention and emergency response?
- [ ] Are emergency call systems available in residents' apartments?
- [ ] How quickly are call buttons typically answered?
- [ ] What procedures are in place if a resident falls?
- [ ] How is the building secured?
- [ ] Are there staff members available overnight?
- [ ] How are concerns or complaints handled?
- [ ] Can families review inspection reports or relevant quality records?

5 Future Care Needs

- [ ] What happens if my loved one needs more assistance in the future?
- [ ] Can residents remain in the same community if their care needs increase?
- [ ] Is specialised memory care available?
- [ ] What support is offered for residents living with Alzheimer's disease or other forms of dementia?
- [ ] Is skilled nursing available?
- [ ] Are rehabilitation services offered following an illness, injury or hospital stay?
- [ ] How are decisions made about changes in a resident's level of care?

- [ ] Are families involved in these decisions?

6 What to Look for During Your Tour

Rate each from 1 (poor) to 5 (excellent).

WHAT TO NOTICE	1	2	3	4	5
Staff interactions Do team members speak warmly and respectfully to residents?	1	2	3	4	5
Resident wellbeing Do residents appear comfortable, happy and engaged?	1	2	3	4	5
Cleanliness Are apartments, dining areas and shared spaces clean and well maintained?	1	2	3	4	5
Dining experience Does the food look appealing, and is the dining area welcoming?	1	2	3	4	5
Activities Are residents taking part in activities and socialising?	1	2	3	4	5
Atmosphere Does the community feel relaxed, friendly and inviting?	1	2	3	4	5
Family involvement Does the team appear open to communication and family participation?	1	2	3	4	5

FIRST IMPRESSIONS

7 Notes & Follow-Up Questions

Exploring assisted living in Delray Beach?

Cascades at Delray Beach welcomes families to visit, meet the team and experience the community for themselves. Schedule your tour at **cascadesatdelray.com/contact**