Tour and Contract Questions

Visiting a facility and reading the contract before signing

Copy these pages for each place you visit. **What matters most to my parent:** _____

Place: _____ **Type (circle one):** assisted living / memory care / nursing home / board and care / CCRC

Date visited: _____ **Second visit (unannounced):**

_____

_____

_____

Before the visit

- ☐ State license or Care Compare checked (Chapter 11)
- ☐ Ombudsman asked about recurring concerns
- ☐ If a referral service sent us: how it's paid: _____

On the tour

Question	Answer
Staff on duty: days / nights / weekends	
How often staff leave and are replaced	
Dementia training, and how often renewed	
What happens in a medical emergency	
How residents are kept safe if they wander (memory care)	
Activities this week (ask for the schedule)	
What "24-hour supervision" means here	
What staff try first for distress or agitation; when medication is considered	
Can my parent stay if needs grow?	
How the food looked at mealtime	
How staff spoke with residents	

Money

Question	Answer
Base monthly rate, and what it includes	
Extra charges and "levels of care"	

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Rate increases: notice and recent history	
Move-in fees or deposits; refundable?	
Accepts Medicaid for this level of care (assisted living vs. memory care)? If money runs out, can my parent stay?	
Which charges are rent and meals, and which are care?	
Entrance fee and refund terms (CCRC)	

The contract

- ☐ Read the whole contract before move-in day
- ☐ Nursing home: not signing as a personal guarantor (only as representative, if authorized)
- ☐ Nursing home arbitration agreement: understood it's optional; 30 days to cancel (assisted living: ask what state law allows)
- ☐ Reasons the place can ask my parent to leave, and notice required: _____
- ☐ Reviewed by an elder law attorney (if amounts are large or terms unclear)

My parent's reaction: _____

My impression: _____

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