

FREE PRINTABLE TOUR CARD

8 tour questions from 22,911 resident concerns

In 16,397 recorded phone interviews, residents and families raised 22,911 concerns. Here is one question for each concern area, in order of how often it came up. Write down their answers.

The questions

- ☐ Dining (23%): Can I come back and eat a meal here, unannounced?
- ☐ Housekeeping (17%): How is laundry labeled and tracked, and what happens when something goes missing?
- ☐ Communication (15%): Who is my main contact, and how often will I hear from them?
- ☐ Value (13%): What exactly is included in the monthly rate, and what costs extra?
- ☐ Care (13%): If something changes with my parent, who calls me and how fast?
- ☐ Maintenance (9.5%): How are repairs reported, and how long do they usually take?
- ☐ Activities (8%): What's on this week's calendar, and how do you engage someone who stays in their room?
- ☐ Transportation (2.7%): How far ahead do we book rides, and what about non-medical trips?

Good answer vs. red flag

A GOOD ANSWER SOUNDS LIKE	RED FLAG
"Of course. Just check in at the front desk."	"We'd prefer you schedule that with me."
A name, a direct line and a routine	"Just call the front desk."
A written list of what's included and what costs extra	"It depends," with nothing in writing
"Any fall or medication change, the nurse calls you the same day."	"We'll let you know if it's anything serious."

Watch how staff talk to residents when they think no one important is looking. In approved positive testimonials, 83% mentioned staff.