

# Make the Most Out of Your Senior Housing Visit: Tips for Touring from Springpoint

Not sure where to start when touring your next potential home? Find a list of useful questions and tips to get you started.



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# Get the most out of your tour.

The decision to move to a continuing care retirement community (CCRC) or Life Plan Community is exciting. This is the place where you will can explore endless opportunities with more friends, more fun and less worry.

While there are plenty of ways to do research when making the decision of what senior living community to move to – including online searches and reviews – there really is no better way to get a feel for the community than by going to see it for yourself.

If you decide to tour communities, it’s important to know how to make the most of the trips before you get there. Your time is valuable and choosing a CCRC is not a quick decision.

After giving countless tours, we at Springpoint have pulled together some recommendations on things to do to make the most out of your tour at a senior living community.

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# Tips While Touring

When you tour a senior living community, you're able to truly get a sense of what your life would be like should you make the decision to move. Keep reading for our top 10 tips in preparing for your senior living tour and making the most out of your time.

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## Tip #1: Limit the number of communities.

To keep things from getting overwhelming, narrow down your list of CCRCs to a small handful – two to three – to actually visit in person. Research each community ahead of time to make sure they include your “must haves” before planning your visit. This will ensure you're not wasting time touring communities that most likely won't make the cut. It's a more efficient use of time.

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## Tip #2: Make a list of questions before you visit.

Take inventory of what is most important to you at a retirement community and make a list of questions for you to ask while you're there. Whether it be about the available services, amenities, activities or what a typical day looks like, this is your time to have any questions you have answered.

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### **Tip #3: Observe, then observe some more.**

Do you like to people watch? While on your tour of the CCRC, pay close attention to the interactions and environment around you. How do staff treat the residents? How do the residents act, and what kind of emotions do they display? Does the environment seem cheerful, comfortable and welcoming? Simply taking note of everything and everyone around you can give great insight into whether it's the right fit for you.

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### **Tip #4: Visit more than one floor plan, if possible.**

Even if you are fairly certain you know which floor plan would work best for you, it's a good idea to visit more than one in person. You might think your belongings will fit in one floor plan perfectly, but after seeing it in person, realize that it feels larger or smaller than you expected. Seeing a couple of the available floor plans is ideal to give you a true sense of the space.

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### **Tip #5: Pop into an event, join an activity or have a meal.**

If the senior living community offers events open to the public, send in your reservation. Many events even include lunch or dinner, and eating a meal at the community is another important part of the research process, since you should like the food of the community you choose. Be as open-minded and social as possible and remember that it's all part of the research process.



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#### **Tip #6: Have a conversation with a resident.**

Residents are experts when it comes to the lifestyle offered at the community, since this is the place that they call home. There's much to learn from a heartfelt conversation discussing their likes, dislikes and daily routine within the community. The community sales counselor will be happy to arrange a time for you to meet with a resident.



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#### **Tip #7: Talk to staff about the different levels of care available.**

Before you visit the retirement community, you may already know which types of care options they offer, such as assisted living, memory care, nursing and rehabilitation services, or others. While you are moving to the community an independent living resident, the quality of the onsite healthcare offering is an important consideration, in case your needs should change. But talking to a staff member about the care can provide an insider's perspective on the quality of care offered. What's included with each of the levels of care? An expert on campus is the perfect resource to find these answers.



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#### **Tip #8: Stay open-minded.**

While touring a community, be sure to have an open mind. Going in with any preconceived notions can influence your experience, whether that be good or bad. Ask about all offerings, even those you may not think you'd have interest in.



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#### **Tip #9: Make a day of it.**

Spend as much time as you can in and around the senior living community you're visiting. Not only should you tour the building and talk to both staff and residents, but you'll also want to visit the surrounding area, especially if you are moving an area where you've never lived in before. Try the local hotspots and take note of transportation opportunities.

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#### **Tip #10: Take it all in.**

Viewing a potential new home is exciting, but it can also feel overwhelming at times. You may get a lot of information during your tour, so bring a notebook to jot down important details or take photos with your cell phone. This will keep you from forgetting crucial information later. Once you're done with your tour, imagine yourself in the community. Really step back, take in all that you have learned and picture yourself walking through the hallways or settling in for the night in an apartment. Getting a taste of what your life could be like by visiting the community will help in your decision-making process.







# Questions to Ask

One of our top tips for touring is to make a list of questions prior to your visit. We recommend this because, once you're here, you may become overwhelmed with information and forget some of the questions you wanted to ask. We want you to truly enjoy the experience and get the most out of your time. Your tour is your opportunity to ask all that you would like to know about living in the community. Use this time to your advantage, and remember, there is no question too absurd when it comes to confirming comfort in your potential new home.

*We've pulled together a list of common questions we're asked on our tours and why it's important to get these answers during your visit.*



## **What kind of amenities do you offer?**

When choosing your future home, you want to be sure it is a good match for how you like to live and what you like to do. Ask about the full range of social, educational and cultural activities offered within the community. You want to make sure your days are filled with engaging activities you enjoy. If you have a hobby like painting, it's important to ask if there is an art studio available. Or a pool may be on your must-have list for low-impact exercise opportunities.



### **Will I receive quality care?**

Access to healthcare is vitally important for your wellbeing. After all, even if you're choosing independent living now, a full continuum of care means healthcare options are available to you should you need them in a familiar and comfortable place. So, make sure your current healthcare needs are provided for and, should those needs change in the future, ask if there are opportunities available to receive care beyond your current requirements. And, when evaluating senior care offerings, look for Centers for Medicare and Medicare Services ratings, specially trained professionals, person-centered care, innovations and forward-thinking approaches to healthcare and wellness opportunities for residents beyond standard healthcare.

### **Are the staff members caring and knowledgeable?**

Staff members at a senior living community become more like family. Ask about certifications, credentials and training of the staff to ensure you're in good hands. Even go as far as talking to the current residents about their relationships with the staff – sometimes, you'll find that the team members demonstrate professionalism and convey a sense of warmth in their interactions with residents and each other. This is a promising sign when it comes to the quality of the service the community provides.





### **How is the dining?**

In most CCRCs, dining is a social highlight of the day. You'll be eating plenty of meals in the dining area, so ask about the quality and nutrition of the food. You may want to check what types of foods are offered, whether or not the hours are convenient and if special dietary needs such as low-sodium or vegetarian meals can be accommodated. Some communities, like Springpoint, even offer to have you stay for lunch to get a taste of the dining experience.

### **What is the cleaning routine?**

You want your home to feel and smell clean. Make sure to look deeply into the cleanliness of the common areas, including corners, windows and baseboards. Is indoor and outdoor maintenance included? Also ask how often housekeeping is offered in personal living spaces and whether or not laundry is an available service.

### **What is the emergency plan?**

Should the need arise, know that there is an emergency preparedness and safety plan. Although this will hopefully not have to be used, knowing that situations have been thought through and mapped out is reassuring and a sign of the credibility of the community.



### **What is the community's financial stability?**

A move to a CCRC is an investment in your future. Look for signs that the community you choose is on strong financial footing. For example, is the community established, with a long history of success? Is it backed by a large organization with stability and strength? These are both good signs of a financially secure community.

### **Can I afford living in the community?**

Of course, the most common question to ask when looking into a senior living community – is the lifestyle and services available within my means? Sales counselors are able to walk you through your financial considerations. By learning about your unique situation, we're better able to consider your short- and long-term goals and find a plan that will suit your needs and help you stay financially comfortable, now and in the future.

### **What is the quality of life?**

The best way to learn about a senior living community is through the residents who currently reside there. Speak to a few and ask them how they've enjoyed their experience and what they like most about the community.



## Types of Tours

You have options when it comes to choosing how you see the community. We offer both an **in-person tour** or **virtual tour** guided by the sales counselors at each of our eight CCRCs.

*Continue reading to explore the differences between each...*





# *In-Person Tour*



*In-person tours are the traditional route when it comes to visiting a senior living community.*

This tour offers you the opportunity to walk through the entire community with a sales counselor and visit all amenities, dining areas and a variety of floor plan options. You're able to walk through the halls and personally experience what it could be like if you were to move there. And we'd love for you to join us for a meal during your visit.





# Virtual Tour



*Thanks to helpful technological advances, you're now able to experience our communities from the comfort of your own home.*

We offer virtual tours that are user-friendly, making it easy to see the community without the need to be physically present. A sales counselor will walk you through the halls and common areas, as well as a few floor plans, while answering any questions you may have.

# See Our Community For Yourself!

Now that you have a better idea of what to look for when it comes to touring a senior living community, we invite you to come see a Springpoint community for yourself.

Whether it be a virtual appointment or in-person meeting, we believe you'll have a much better idea of what your life could be as a resident in any of our eight CCRCs. Call us and schedule a tour today to personally experience your potential new home.

Call us and schedule a tour at one of our eight continuing care retirement communities today to personally experience your potential new home.

**The Atrium at Navesink Harbor**

40 Riverside Ave  
Red Bank, NJ 07701  
877-284-3884  
[atriumatnavesink.org](http://atriumatnavesink.org)

**The Moorings at Lewes**

17028 Cadbury Cir  
Lewes, DE 19958  
302-727-0037  
[mooringsatlewes.org](http://mooringsatlewes.org)

**Meadow Lakes**

300 Meadow Lakes,  
East Windsor, NJ 08520  
877-504-1196  
[meadowlakesonline.org](http://meadowlakesonline.org)

**Crestwood Manor**

50 Lacey Rd  
Whiting, NJ 08759  
877-467-1652  
[crestwoodmanoronline.org](http://crestwoodmanoronline.org)

**The Oaks at Denville**

19 Pocono Rd  
Denville, NJ 07834  
877-693-7650  
[oaksatdenville.org](http://oaksatdenville.org)

**Monroe Village**

1 David Brainerd Dr  
Monroe Twp., NJ 08831  
877-586-1552  
[monroevillageonline.org](http://monroevillageonline.org)

**Stonebridge at Montgomery**

100 Hollinshead Spring Rd  
Skillman, NJ 08558  
877-636-1480  
[stonebridgeatmontgomery.org](http://stonebridgeatmontgomery.org)

**Winchester Gardens**

333 Elmwood Ave  
Maplewood, NJ 07040  
877-319-9856  
[winchestergardens.com](http://winchestergardens.com)

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