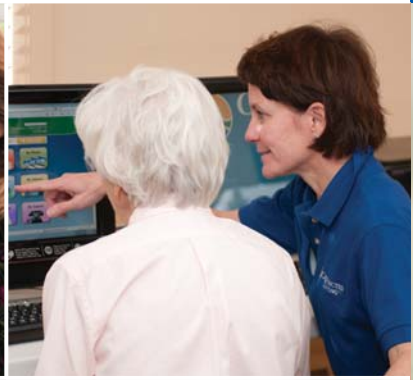


# *Senior Living Community* **TOUR CHECKLIST**



**Take this handy checklist with you every time you visit a senior living community. It will help you ask the right questions, keep your notes together, and is an easy way to compare communities side by side. Enjoy your visits!**

**Community Name** \_\_\_\_\_

**Community Contact Person** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Email** \_\_\_\_\_

### **CARE, SAFETY AND MEDICATIONS**

How often is health assessed?

Are care plans based on need or just time spent providing care?

Are staffing levels fixed or do they vary depending on number of residents and their care needs?

How does the community facilitate medication delivery and management for my loved one?

What is the procedure for a medical emergency?

Are staff members CPR certified?

Are extensive background checks done on all associates?

What type of training do all associates receive? Is specialized training provided to associates working with memory care residents?

What communication tools are used in the case of storms, power outages or other emergency situations?

**Notes:**

### **COMMUNITY & AMENITIES**

Is there leadership presence in the community 7 days a week as opposed to just a manager-on-duty model?

How does a community team ensure a successful transition of a new resident into the community?

Is the staff friendly and did you notice residents being spoken to by name on the tour?

**Notes:**

## **PROGRAMS**

Is there a monthly activities calendar and daily schedule, with a variety of programs available? Are the calendars available online for family members to view?

Are computers available with features specifically designed for ease of use for seniors?

Are there team members dedicated and trained in helping residents use the computers?

What type of exercise programs are available?

What type of transportation is available and how often?

**Notes:**

## **DINING**

Are menus reviewed and approved by a nutritionist?

How frequently do menus change?

Are heart healthy, low fat and low sugar options available?

Is an alternative menu always available?

Is a healthy salt substitute used in recipes and available for residents to use?

Is there a texture modified dining program for residents with swallowing issues?

Is there a dining program specifically designed for those with memory impairments?

**Notes:**

## **THE COMPANY**

Are systems in place to consistently measure and monitor whether the community is meeting and exceeding all senior living standards?

What opportunities are there for ongoing education and training for associates?

How frequently are residents and families encouraged to provide feedback to the company?

Is the parent company local, regional or national? Is it publicly traded or privately held?

Has the company received any awards of excellence or distinction over the last year?

Does the organization have a program in place to support their employees?

**Notes:**

## MASSACHUSETTS

### ASHLAND FARM AT NORTH ANDOVER

Assisted Living • Memory Care  
700 Chickering Road  
North Andover, MA 01845  
978-683-1300

### THE ATRIUM AT CARDINAL DRIVE

Memory Care  
153 Cardinal Drive  
Agawam, MA 01001  
413-821-9911

### THE ATRIUM AT DRUM HILL

Memory Care  
2 Technology Drive  
North Chelmsford, MA 01863  
978-934-0000

### THE ATRIUM AT FAXON WOODS

Memory Care  
2003 Falls Boulevard  
Quincy, MA 02169  
617-471-5595

### THE ATRIUM AT VERONICA DRIVE

Memory Care  
One Veronica Drive  
Danvers, MA 01923  
978-762-7625

### BILLERICA CROSSINGS

Assisted Living • Memory Care  
20 Charnstaffe Lane  
Billerica, MA 01821  
978-667-0898

### CABOT PARK VILLAGE AT NEWTON

Independent Living  
280 Newtonville Avenue  
Newton, MA 02460  
617-965-7707

### CHELMSFORD CROSSINGS

Assisted Living  
199 Chelmsford Street  
Chelmsford, MA 01824  
978-250-8855

### CHESTNUT PARK AT CLEVELAND CIRCLE

Assisted Living • Memory Care  
50 Sutherland Road  
Brighton, MA 02135  
617-566-1700

### EVANS PARK AT NEWTON CORNER

Assisted Living • Memory Care  
430 Centre Street  
Newton, MA 02458  
617-965-9400

### THE FALLS AT CORDINGLY DAM

Assisted Living • Memory Care  
2300 Washington Street  
Newton, MA 02462  
617-928-0007

### HARBOR POINT AT CENTERVILLE

Memory Care  
22 Richardson Road  
Centerville, MA 02632  
508-778-2311

### HAVERHILL CROSSINGS

Assisted Living • Memory Care  
254 Amesbury Road  
Haverhill, MA 01830  
978-556-1600

### LEOMINSTER CROSSINGS

Assisted Living • Memory Care  
1160 Main Street  
Leominster, MA 01453  
978-537-2424

### ORCHARD VALLEY AT WILBRAHAM

Assisted Living • Memory Care  
2387 Boston Road  
Wilbraham, MA 01095  
413-596-0006

### PLYMOUTH CROSSINGS

Assisted Living • Memory Care  
157 South Street  
Plymouth, MA 02360  
508-830-4744

### PUTNAM FARM AT DANVERS

Assisted Living • Memory Care  
9 Summer Street  
Danvers, MA 01923  
978-774-5959

### SHREWSBURY CROSSINGS

Assisted Living • Memory Care  
311 Main Street  
Shrewsbury, MA 01545  
508-845-2100

### TATNUCK PARK AT WORCESTER

Assisted Living • Memory Care  
340 May Street  
Worcester, MA 01602  
508-755-7277

### THE VILLAGE AT WILLOW CROSSINGS

Independent Living  
Assisted Living • Memory Care  
25 Cobb Street  
Mansfield, MA 02048  
508-261-1333

### WALTHAM CROSSINGS

Assisted Living • Memory Care  
126 Smith Street  
Waltham, MA 02451  
781-466-9912

## MAINE

### BAY SQUARE AT YARMOUTH

Assisted Living • Memory Care  
27 Forest Falls Drive  
Yarmouth, ME 04096  
207-846-0044

## NEW HAMPSHIRE

### BEDFORD FALLS

Assisted Living • Memory Care  
5 Corporate Drive  
Bedford, NH 03110  
603-471-2555

### THE BIRCHES AT CONCORD

Memory Care  
300 Pleasant Street  
Concord, NH 03301  
603-224-9111

### GREYSTONE FARM AT SALEM

Assisted Living • Memory Care  
242 Main Street  
Salem, NH 03079  
603-898-5393

### NASHUA CROSSINGS

Assisted Living  
674 West Hollis Street  
Nashua, NH 03062  
603-882-2898

## RHODE ISLAND

### BLenheim-NEWPORT

Assisted Living • Memory Care  
303 Valley Road  
Middletown, RI 02842  
401-849-0031

### CAPITOL RIDGE AT PROVIDENCE

Assisted Living • Memory Care  
700 Smith Street  
Providence, RI 02908  
401-521-0090

### GREENWICH FARMS AT WARWICK

Independent Living • Assisted Living  
Memory Care  
75 Minnesota Avenue  
Warwick, RI 02888  
401-737-7222

## VERMONT

### THE ARBORS AT SHELBURNE

Memory Care  
687 Harbor Road  
Shelburne, VT 05482  
802-985-8600

## CONNECTICUT

### ACADEMY POINT AT MYSTIC

Assisted Living • Memory Care  
20 Academy Lane  
Mystic, CT 06355  
860-536-1133

### THE ATRIUM AT ROCKY HILL

Memory Care  
1160 Elm Street Ext.  
Rocky Hill, CT 06067  
860-563-5588

### BENCHMARK AT SPLIT ROCK

Assisted Living • Memory Care  
708A Bridgeport Avenue  
Shelton, CT 06484  
Opening Spring 2014

### CARRIAGE GREEN AT MILFORD

Assisted Living • Memory Care  
77 Plains Road  
Milford, CT 06461  
203-874-4408

### COACHMAN SQUARE AT WOODBRIDGE

Assisted Living • Memory Care  
21 Bradley Road  
Woodbridge, CT 06525  
203-397-7544

### CRESCENT POINT AT NIAN TIC

Assisted Living • Memory Care  
417 Main Street  
Niantic, CT 06357  
860-739-9479

### EDGEHILL

Continuing Care Retirement Community  
122 Palmers Hill Road  
Stamford, CT 06902  
203-323-2323

### MAPLE WOODS AT HAMDEN

Assisted Living • Memory Care  
35 Hamden Hills Drive  
Hamden, CT 06518  
203-248-1864

### MIDDLEBROOK FARMS AT TRUMBULL

Assisted Living • Memory Care  
2750 Reservoir Avenue  
Trumbull, CT 06611  
203-268-2400

### RIDGEFIELD CROSSINGS

Assisted Living • Memory Care  
640 Danbury Road  
Ridgefield, CT 06877  
203-431-2255

### RIVER RIDGE AT AVON

Assisted Living • Memory Care  
101 Bickford Extension  
Avon, CT 06001  
860-677-2155

### THE VILLAGE AT BROOKFIELD COMMON

Assisted Living • Memory Care  
246A Federal Road  
Brookfield, CT 06804  
203-775-8696

### THE VILLAGE AT BUCKLAND COURT

Assisted Living • Memory Care  
432 Buckland Road  
South Windsor, CT 06074  
860-644-7366

### THE VILLAGE AT EAST FARMS

Assisted Living • Memory Care  
180 Scott Road  
Waterbury, CT 06705  
203-757-7660

### THE VILLAGE AT KENSINGTON PLACE

Assisted Living • Memory Care  
511 Kensington Avenue  
Meriden, CT 06451  
203-235-0181

### THE VILLAGE AT MARINER'S POINT

Independent Living  
Assisted Living • Memory Care  
111 South Shore Drive  
East Haven, CT 06512  
203-467-0067

### THE VILLAGE AT SOUTH FARMS

Assisted Living • Memory Care  
645 Saybrook Road  
Middletown, CT 06457  
860-344-8788



WWW.BENCHMARKSENIORLIVING.COM



# *Proud to top everyone's list* **BENCHMARK SENIOR LIVING**

When you're looking for the perfect community, we welcome you to visit ours and discover the Benchmark Difference. We are honored to be recognized year after year, locally and nationally, for the way we care about our residents and our team.

## **We're Setting the Benchmark in Senior Living**

- **2013 Boston Business Journal Best Places to Work** (& 2010, 2011)
- **2013 Assisted Living Federation of America "Best of the Best" Award** for Benchmark Lead Aide: Steps for Success Program
- **2013 Assisted Living Federation of America "Program to Spotlight" Honoree** for Bedford Falls
- **2012 Boston Globe Top 100 Places To Work** (& 2008-2011)
- **2009 Assisted Living Federation of America "Best of the Best" Award** for Benchmark Sensory Dining Services Program
- **2009 Assisted Living Federation of America "Best of the Best" Award** for the One Company Fund
- **2009 Young President's Organization Corporate Social Responsibility Award** for Employee Impact for establishment of the One Company Fund
- **2008 New Haven Healthcare Hero Institution Award** for the One Company Fund
- **2008 Arthritis Foundation National Public Health Award** for co-creation of the Arthritis Foundation Exercise Program
- **2008 Help and Hope Public Health Award** for making the most significant impact in public health and policy to reduce the burden of arthritis