

# Questions to Ask **GUIDE**



**GRAVENHURST MANOR**  
RETIREMENT  
CONNECTED THROUGH KINDNESS

**Choosing the right retirement community is a personal decision. It's about finding a place that feels comfortable, supportive, and truly like home.**

Use these questions to compare your options and understand what matters most for you or your loved one.

## **Before You Begin**

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**If you're not sure what level of care is right for you or your loved one, start here. Ask how each residence helps you determine the best fit.**

- How do you assess which level of care (independent, assisted, memory care) is right for me or my loved one?
- Do you offer complimentary assessments or consultations before move-in?

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## **Location and Community**

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**Think about how location affects daily life, family visits, and access to familiar places.**

- Is the residence close to family, friends, and familiar areas?
- What nearby amenities are available (shops, parks, healthcare)?
- Is transportation provided for appointments or outings?
- What is the neighborhood like — quiet, lively, walkable?
- Are pets allowed, and if so, what are the rules?

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## **Suites and Accommodations**

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**Comfort starts with a space that feels like your own.**

- What suite sizes and layouts are available?
- Can I bring my own furniture or decorate my space?
- Are bathrooms equipped for accessibility and safety?
- Is housekeeping and linen service included?
- What happens if I want to change suites later?

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# Questions to Ask **GUIDE**

## Activities, Programs and Lifestyle

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**Engagement and connection make every day more meaningful.**

- What types of activities and programs are offered daily or weekly?
- Are there fitness, arts, or social clubs?
- Are outings, volunteer opportunities, or intergenerational programs available?
- Can residents suggest or lead activities?
- How are new residents welcomed and included?

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## Team & Atmosphere

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**The people make the place. Learn about who will be caring for you and how they build relationships.**

- What training do staff receive?
- How long has the leadership team been with the residence?
- How do team members get to know residents personally?
- How are concerns or feedback handled?
- Can I meet some of the staff before deciding?

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## Pricing and Contract Details

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**Understanding costs upfront helps avoid surprises later.**

- What's included in the monthly fee?
- What services or amenities are extra?
- How do care costs change if needs increase?
- Are there flexible payment options or trial stays?
- How are rent increases handled?
- What is the notice period if I decide to move?

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# Questions to Ask **GUIDE**

## Safety and Accessibility

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**Peace of mind comes from knowing support is always within reach.**

- What emergency systems are in place?
- How is the building secured (entrances, visitor policy)?
- Are hallways and common areas wheelchair-accessible?
- How are falls or health incidents handled?
- Is there staff coverage 24/7?

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## Environment and Design

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**Pay attention to how a space feels – both physically and emotionally.**

- Is the atmosphere bright, clean, and well-maintained?
- Are there quiet spaces for reading or reflection?
- Does the design support independence and community interaction?
- Are there outdoor areas or gardens residents can enjoy?

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## Visits and Transitions

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**The move is a big step – these questions help you understand the process.**

- Can I visit anytime or schedule a tour?
- Are family visits encouraged?
- What support is provided during the move-in process?
- How do you help new residents adjust and feel at home?
- What support is available if a move becomes necessary for health reasons?

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## Next Steps

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Bring this list with you when touring communities, and make notes on what stands out.

**When a place feels right, you'll sense it – not just in the amenities, but in the people and the atmosphere that make it feel like home.**