

## Community Advisory Committee Quarterly/Annual Visitation Report

County <b>BUNCOMBE</b>	Facility Type - <input checked="" type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name <b>EVERGREEN 101</b>
Visit Date <b>4/24/18</b>	Time Spent in Facility <b>hr 20 min</b>	Arrival Time <b>11:30</b> <input checked="" type="checkbox"/> am <input type="checkbox"/> pm
Name of Person Exit Interview was held with <input type="checkbox"/> Other Staff Rep	<b>KWI ZA KIM</b> (Name & Title)	Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admn. <input checked="" type="checkbox"/> SIC (Supervisor in Charge)
Committee Members Present: <b>KIM MALLICOAT, SHARON WHITE, MARSHA SAFIAN</b>		Report Completed by: <b>MARSHA SAFIAN</b>
Number of Residents who received personal visits from committee members: <b>2</b>		
Resident Rights Information is clearly visible. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Ombudsman contact information is correct and clearly posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The most recent survey was readily accessible. <input type="checkbox"/> Yes <input type="checkbox"/> No (Required for Nursing Homes Only)		Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

### Resident Profile

1. Do the residents appear neat, clean and odor free?  Yes  No
2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?  Yes  No
3. Did you see or hear residents being encouraged to participate in their care by staff members?  Yes  No
4. Were residents interacting w/ staff, other residents & visitors?  Yes  No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?  Yes  No
6. Did you observe restraints in use?  Yes  No
7. If so, did you ask staff about the facility's restraint policies?  Yes  No

### Comments & Other Observations

The residents were extremely well taken care of. It is made up of an older population. The SIC was taking care of all their needs.

### Resident Living Accommodations

8. Did residents describe their living environment as homelike?  Yes  No
9. Did you notice unpleasant odors in commonly used areas?  Yes  No
10. Did you see items that could cause harm or be hazardous?  Yes  No
11. Did residents feel their living areas were too noisy?  Yes  No
12. Does the facility accommodate smokers?  Yes  No
- 12a. Where?  Outside only  Inside only  Both Inside & Outside.
13. Were residents able to reach their call bells with ease?  Yes  No
14. Did staff answer call bells in a timely & courteous manner?  Yes  No **NOT OBSERVED**
- 14a. If no, did you share this with the administrative staff?  Yes  No

### Comments & Other Observations

The home was immaculate and was brightly lit. The residents were very comfortable in the home. They have a garden & they grow their vegetables.

### Resident Services

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?  Yes  No
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?  Yes  No
- 16a. Can residents access their monthly needs funds at their convenience?  Yes  No **ONCE A MONTH**
17. Are residents asked their preferences about meal & snack choices?  Yes  No
- 17a. Are they given a choice about where they prefer to dine?  Yes  No **N/A**
18. Do residents have privacy in making and receiving phone calls?  Yes  No
19. Is there evidence of community involvement from other civic, volunteer or religious groups?  Yes  No
20. Does the facility have a Resident's Council?  Yes  No  
Family Council?  Yes  No

### Comments & Other Observations

The residents said the food was excellent. 1 resident had recently slipped in the hallway. The SIC took her to the doctor & was assisting her with all her personal care activities.

### Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?  
**4 residents  
 2 vacancies  
 all female  
 ages 58-92**

### Exit Summary

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.

This Document is a PUBLIC RECORD. Do not identify any Resident(s) by name or inference on this form.  
**Top Copy** is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.