Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe	Facility Type: ☒ Family Care Home ☐ Adult Care Home ☐ Nursing Home ☐ Combination Home	Facility Name: Riverside Village ff
Visit Date: 9/9/16	Time Spent in Facility: hr 10 min	Arrival Time: 12:25 ☐am ☒pm
Name of Person Exit Interview was held with: Janice Roberts (Name & Title) ☐Other Staff Rep	Interview was held: ☒In-Person ☐Phone ☐Admn. ☐SIC(Supervisor in Charge)	
Committee Members Present: Adam / Lathe	Report Completed by: Adam / Lathe	
Number of Residents who received personal visits from committee members: two		
Resident Rights Information is clearly visible. ☐Yes ☒No	Ombudsman contact information is correct and clearly posted. ☐Yes ☒No	
The most recent survey was readily accessible. ☐Yes ☐No *(Required for Nursing Homes Only)*	Staffing information is posted. ☐ Yes ☒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

Residents fairly high functioning.

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
14a. If no, did you share this with the administrative staff? ☐ Yes ☐ No

Comments & Other Observations

only 2 out of 6 residents available to check in with. Both residents happy. Laundry room was unlocked and it did contain chemicals

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
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
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

Full array of activities planned - Today was a Walmart trip. Residents report being happy with 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?

√ on ombudsman poster

√ on Activities Calendar — Needs posting

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.