### Community Advisory Committee Quarterly/Annual Visitation Report

<table>
<thead>
<tr>
<th>County</th>
<th>Facility Type</th>
<th>Facility Name</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Blue Ridge Health</td>
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<table>
<thead>
<tr>
<th>Visit Date</th>
<th>Time Spent in Facility</th>
<th>Arrival Time</th>
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<tbody>
<tr>
<td>12/19/17</td>
<td>8:30 AM</td>
<td>10:25 AM</td>
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<tr>
<th>Name of Person Exit Interview was held with</th>
<th>Interview was held</th>
<th>Other Staff Rep.</th>
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<tbody>
<tr>
<td>John D. Schick</td>
<td></td>
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<tr>
<th>Committee Members Present</th>
<th>Report Completed by</th>
</tr>
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<tbody>
<tr>
<td>Nancy L. Smith</td>
<td></td>
</tr>
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<tr>
<th>Number of Residents who received personal visits from committee members:</th>
<th>Ombudsman contact information is correct and clearly posted.</th>
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<tbody>
<tr>
<td>1</td>
<td>Yes</td>
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</table>

**Resident Rights Information is clearly visible.**

- Yes □ No

**The most recent survey was readily accessible.**

- 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, such as 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 with 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

**Resident Living Accommodations**

8. Did residents describe their living environment as home like? □ Yes □ No
9. Did you notice unpleasant odors in commonly used areas? □ Yes □ No
10. Did you observe 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? □ Inside only □ Outside 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

**Resident Services**

15. Were residents asked their preferences or opinions about the activities planned for them at the facility? □ Yes □ No
16. Did 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

### Areas of Concern

**Exit Summary**

Discuss items from “Areas of Concern” Section as well as any change observed during the visit.

- Unfavorable interaction of staff with a resident in a crucial situation.
- Concerns voiced about the lack of vegetables and flowers or Seasoning.

**Comments & Other Observations**

- They have a need for more activities for the residents.
- Some long-term residents had resident items that were not given to them.
- One area where call bells fell on the floor discussed progress issues.

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 Records. Bottom Copy is for the CAC's Records.

DHHS DOA-022/2004