Community Advisory Committee Quarterly/Annual Visitation Report

<table>
<thead>
<tr>
<th>County</th>
<th>Buncombe</th>
<th>Facility Type - □ Family Care Home □ Adult Care Home □ Nursing Home □ Combination Home</th>
<th>Facility Name</th>
<th>Pisgah Manor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit Date</td>
<td>05/17/2018</td>
<td>Time Spent in Facility 1 hr 15 min</td>
<td>Arrival Time</td>
<td>9:30 2:30 pm</td>
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<tr>
<td>Name of Person Exl Interview was held with</td>
<td>Michelle Grandy</td>
<td>Interview was held 2In-Person □ Phone □ Admin □ SIC(Supervisor in Charge)</td>
<td></td>
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<tr>
<td>Other Staff Rep</td>
<td>(Name &amp; Title)</td>
<td></td>
<td></td>
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<tr>
<td>Committee Members Present</td>
<td>G. Knoefel, L. Burrell, R. DuBrul</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Residents who received personal visits from committee members:</td>
<td>22</td>
<td></td>
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</tbody>
</table>

Resident Rights Information is clearly visible. □ Yes □ No
The most recent survey was readily accessible. □ Yes □ No
(Required for Nursing Homes Only)

Ombudsman contact information is correct and clearly posted □ Yes □ No
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 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 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

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

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?

Comments & Other Observations

There were a couple of cases of residents with dirty fingernails.
Residents were complimentary of the food service, with a couple of complaints.
Residents stated staff were very attentive to their needs.

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.

DHHS DOA-022/2004