## Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Henderson  
**Facility Name:** Pacifica Heritage Hills

**Visit Date:** 01/17/2017  
**Time Spent in Facility:** hr 35 min  
**Arrival Time:** 10:25 am

**Name of Person Exit Interview was held with:** Dee Dee Saylor  
**Interview was held:** In-Person  
**Phone:** Admin  
**SIC (Supervisor in Charge):**

**Other Staff Present:**

**Committee Members Present:** Donna, Darlene, Annette

**Number of Residents who received personal visits from committee members:** 4 plus

**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  
**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

### 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

### Areas of Concern

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

### Exit Summary

- No policy on linen. Soiled clothing and linen taken basket to clean, returned to room in basket, folded, put up. Asked about policy for keeping sanitation rules.
- Told that there was no policy and looked into policy MANUAL (2016) and did not see any requirements on this matter.
- In general the residents appear to be well cared for and have activities that help keep them as active as much as possible.
- Overall very good atmosphere with everyone who work or live there.

### Comments & Other Observations

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

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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.

**DHSS DOA-022/2004**