**Community Advisory Committee Quarterly/Annual Visitation Report**

<table>
<thead>
<tr>
<th>County</th>
<th>Facility Type:</th>
<th>Facility Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buncombe</td>
<td>□ Family Care Home  □ Adult Care Home  □ Nursing Home  □ Combination Home</td>
<td>The Laurels of GreenTree Ridge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Visit date</th>
<th>Time Spent in Facility</th>
<th>Arrival Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/20/2019</td>
<td>1 Hr. 30 Min</td>
<td>09:30 Am</td>
</tr>
</tbody>
</table>

Name of person Exit Interview was held with Kevin Poole (Name & Title)
Interview was held □ In-Person  □ Phone  □ Admin  □ SIC (Supervisor in Charge) □ Other Staff Rep

Committee Members Present:
Patti Turbyfill, Susan Schiemer

Report completed by:
Susan Schiemer

Number of Residents who received personal visits from committee members: 8

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 and Other Observations**

#2 Not observed this visit

#5 One CAC volunteer was interacting with a resident who was having difficulty communicating their needs. When the CAC asked a staff member for assistance that staff member said "has nothing to do with me" as they were in housekeeping. The volunteer approached another staff member about assistance for this resident. That staff person informed the resident to go back to their room and press the call bell for help.
#8 This community’s building has two wings, one for short-term rehab and the other for long-term residents. The long-term wing rooms are decorated with personal items.

#11 Not observed this visit.

#14 In one hallway, two call bells/light were observed on for approximately 10 minutes. When volunteers knocked and asked these residents if they needed help, they observed one resident who was sitting in a wheelchair and who had vomited; this person was requesting to be put to bed. The other resident expressed that they wanted to lie down.

#15 The community had a full activities calendar and a notice for participants in a garden club.

#17 No meal alternative were noted on the posted lunch or dinner menu.
## Community Advisory Committee Quarterly/Annual Visitation Report

<table>
<thead>
<tr>
<th>Areas of Concern</th>
<th>Exit Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</td>
<td>Discuss items from &quot;Areas of Concern&quot; Section as well as any changes observed during the visit.</td>
</tr>
<tr>
<td>Staff attentiveness to residents</td>
<td></td>
</tr>
</tbody>
</table>