

17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	Residents receive a weekly menu to choose their meals. If needed, the residents' family may choose and lastly, choices are computer selected.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones in rooms; staff knock before entering.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Activity calendar shows involvement, especially noted were activities for multiple practices of faith.
20. Does the facility have a Resident's Council? Family Council?	Yes Yes	Resident council is part of the Residents' Association which meets monthly. Family council meets monthly, virtually and there is a "healthy size in person," as stated by Mr. Cornthwaite. Emails also keep family in touch.
Areas of Concern	Yes/No/NA	Exit Summary
Are there resident issues or topics that need follow-up or review at a later time or during the next visit? The Pines staff were very welcoming. No items need to be reviewed at a later date.	Yes	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Positive observations shared with Mr. Cornthwaite. He noted a 1:6 patient/CNA ratio which they are hoping to reduce to 1:4. Employees are staff, they have no contract employees. Mr. Cornthwaite noted there is one active COVID case and several residents with rhinovirus. A sign posted outside the door states face masks are required for entry. There is no longer a check-in kiosk inside the door but hand sanitizer and face masks are available.

This Document is **PUBLIC RECORD**. **Do not** identify any Resident(s) by name or inference on this form.

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