

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? Can residents access their monthly needs funds at their convenience?	Yes Yes	Per previous visits/reports, purchases are made for residents and added to their bills.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	No menu is posted- instead 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
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Activity calendar shows involvement
20. Does the facility have a Resident's Council? Family Council?	Yes Yes	This was not discussed on this visit; however, family council met monthly in the past.
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? Concerns noted above regarding the resident who indicated that 1 CNA was 'brusk" and loud when interacting with her as well as the delay/no answer in call bell issue were discussed with Ms. Baker-Phillips. She was fully aware of the resident's concerns and had discussed them previously with the resident's POA. Measures were taken to address call bell issue. CAC staff left business card with resident for POA if further concerns. Will follow up at next visit.	Yes	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Positive observations as well as the concerns of the resident who did not wish to be identified were shared and discussed with Ms. Baker-Phillips.

This Document is **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.