

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 ongoing 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; however, residents do receive a weekly menu to choose their meals. If needed, the residents' family may choose and residents can make selected choices online. What a gift for CAC to hear from a resident that she uses her laptop for social media and other needs.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in residents' rooms.
19. Is there evidence of community involvement from other civic, volunteer, or religious groups?	Yes	Activity calendar reflects residents' involvement.
20. Does the facility have a Resident's Council? Family Council?	Yes Yes	This was not discussed on this visit.
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? A family member who did not mind being identified, voiced concerns that cameras are not allowed in residents' rooms in the State of NC. She noted that only 8 out of 50 states allow cameras in residents' rooms. This family member would not voice any particular concerns to the CAC other than she felt her mother was not receiving the care she should, especially given that she is paying for a private room. She also noted a police report had been filed but would not elaborate. She was encouraged to contact Autumn Cox, Ombudsman, multiple times and share specific concerns. Mrs. Cox's business card was provided. The family member has installed a camera in her mother's room which The Pines staff is aware.	Yes	Discuss items from "Areas of Concern" Section. Positive observations were shared with Ms. Baker-Phillips. She is aware of the ongoing concerns from a family member and has had many conversations with her to find positive solutions regarding her concerns and requests. Ms. Baker-Phillips also shared that she has had several conversations with staff as they provide professional services to this resident and others who may not always be cooperative, knowing that a camera is in place or not.

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.