



10. Did you see items that could cause harm or be hazardous?	Yes	A few items were of concern, but staff is aware and is addressing the issues: 1. As the CAC members entered, we noticed that the rug at the outside of the building was torn and "bunched" up potentially leading to a tripping hazard. 2. Poison ivy is growing between entrance and the handicapped parking area. The center is aware and continuous to eradicate it. 3. Spilled liquid (potentially urine) was observed underneath a resident's wheelchair in the hall. CAC member notified the nursing staff and they immediately cleaned it. 4. There is a roof/wall leak in one of the residents' rooms. The staff are aware, ensured the furniture were moved away from the leak, and the floor was dry. Resident was offered to move to a different room but insisted on staying.
11. Did residents feel their living areas were too noisy?	No	
12. Does the facility accommodate smokers? Where? <input checked="" type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	Yes	The smell of smoke was not evident anywhere in the facility.
13. Were residents able to reach their call bells with ease?	Yes	
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	Yes	No call bells were observed at the time of visit. One resident noted that "it takes too long for nursing staff to respond". When discussed at exit interview, staff noted that response time varies. We did not have other complaints re. call bell response time.
<b>Resident Services</b>	<b>Yes/No/NA</b>	<b>Comments/Other Observations</b>
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	Two residents I spoke with in the Activity Room mentioned that they loved the activities provided particularly the community involvement: Church, Choir, Devotionals, etc.
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	
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	Overall, residents seem to like the food. One resident said she thought the food was better a few months back. When addressed at exit interview, staff noted that there was no recent change in cafeteria staff or food.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in rooms, and some residents also have cell phones. Staff knock before entering rooms.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Activity Calendar was posted in various locations evidencing community involvement (church, choir, devotionals, etc.). As described in Q15, 2 residents mentioned that they are extremely happy with activities.
20. Does the facility have a Resident's Council? Family Council?	Yes No	The Residents' Council is active. Not certain about family council, but based on previous discussions, families are always included in the care plans.
<b>Areas of Concern</b>	<b>Yes/No/NA</b>	<b>Exit Summary</b>

<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>As noted in Q10 some of the items may need follow-up at next visit:</p> <ol style="list-style-type: none"> <li>1. As the CAC members entered, we noticed that the rug at the outside of the building was torn and “bunched” up potentially leading to a tripping hazard.</li> <li>2. Poison ivy is growing between entrance and the handicapped parking area. The center is aware and continuous to eradicate it.</li> <li>3. Spilled liquid (potentially urine) was observed underneath a resident’s wheelchair in the hall. CAC member notified the nursing staff and they immediately cleaned it.</li> <li>4. There is a roof/wall leak in one of the residents’ rooms. The staff is aware, ensured the furniture were moved away from the leak, and the floor was dry. Resident was offered to move to a different room but insisted on staying.</li> </ol>	<p>Yes</p>	<p>At the exit interview with Ms. Galvin, positive observations and comments by residents were shared and the items of concern discussed. Staff were welcoming and responsive.</p>
---	------------	--

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.