

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

County Orange	Facility Type <input type="checkbox"/> Family Care Home Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: Orange Community Residence  Census: 6/6
Visit Date and day of the week Tuesday, March 26th, 2013	Time spent in facility 1 hours    minutes	Arrival time 1:45pm
Name of person(s) with whom exit interview was held Resident Care Coordinator		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members (12)		Report completed by:
Resident Rights information is clearly posted?    Yes	Ombudsman contact information is correct and clearly posted:    Yes	
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted) :	Staffing information clearly posted?    No	

<b>Resident Profile</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
1. Do the residents appear neat, clean and odor free?	No	1. Residents were clean but not very neat. Most were in bed during our visit. 4. Residents were not interacting with staff. All residents were in their rooms with doors closed during our visit.  5a. Professional name tags did not appear to be in use.
2. Did residents say they receive assistance with personal care activities? (i.e. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses)	No	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	N/A	
4. Were residents interacting with staff, other residents & visitors?	No	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	N/A	
5a. Did staff members wear nametags that are easily read by residents and visitors?	No	
6. Did you observe restraints in use?	No	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)	N/A	

<b>Resident Living Accommodations</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
8. Did residents describe their living environment as homelike?	Yes/No	8. Most residents expressed satisfaction with the environment. Many of their rooms were decorated in a person centered way. One resident complained of mistreatment in a way that made the environment seem rather hostile.  13. Home is very small. Call bells not in use.
9. Did you notice unpleasant odors?	No	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	N/A	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	Yes	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	
12. Does the facility accommodate smokers?	N/A	
12a. Where? (Outside / inside / both)	N/A	
13. Were residents able to reach their call bells with ease?	N/A	
14. Did staff answer call bells in a timely & courteous manner?	N/A	
14a. If no, did you share this with the administrative staff?	N/A	

\*\*\* N/A equals not applicable, not asked, not observed

Facility / date: Orange Community Residence 03/26/13
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Resident Services	Yes No N/A	Comments/Other Observations (please number comments)
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	15a. No activity calendar was observed by the committee.  17a. According to one resident, new rules restrict residents from eating snacks in their rooms.  17c. Fresh water is available but according to one resident a new rule has been put in place restricting where residents could have water.  19. It is reported that community groups routinely visit to bring meals.  20. Not to our knowledge.
15a. Was a current activity calendar posted in the facility?	No	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	N/A	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Yes	
16a. Can residents access their monthly needs funds at their convenience? (#16 and 16a pertain only to residents on Medicaid/Special Assistance. NHs \$30 per month. ACHs \$66 minus medication co-pay and full cost OTC drugs)	Yes	
17. Are residents asked their preferences about meal & snack choices? (Adult Care Home residents should receive snacks 3X per day. Nursing Home residents should be offered snacks at bedtime.)	Yes	
17a. Are they given a choice about where they prefer to dine?	No	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Yes	
17c. Is fresh ice water available and provided to residents?	Yes	
18. Do residents have privacy in making and receiving phone calls?	No	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	
20. Does the facility have a functioning: Resident's Council? Family Council?	N/A N/A	

Areas of Concern	Exit Summary
Are there resident issues or topics that need follow-up or review at a later time or during the next visit?	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Give summary of visit with Administrator or SIC. Does the facility have needs that the committee or community could help address?
<p>There were several areas of concern mentioned by one resident in particular:</p> <ul style="list-style-type: none"> <li>1) toilet paper was being rationed unnecessarily</li> <li>2) food cabinets were locked after a certain time of night</li> <li>3) threats of retaliation if resident contacted ombudsman office</li> <li>4) delay in administration of pain meds</li> <li>5) derogatory talk by staff to residents</li> <li>6) ice water prohibited from resident rooms</li> </ul>	<p>Our exit summary was rather short and necessarily avoided topics covered in the 'Areas of Concern' due to fear that there could be retaliation against the complaining resident. As such our exit interview focused on the positives of the visit: that the house was clean and the majority of residents expressed satisfaction with their living situation.</p>