

LONG TERM CARE SURVEY

SURVEY AREA	OBSERVATION	INTERVIEWING	RECORD REVIEW	EVALUATION FACTORS	CROSS REFERENCE
I. Freedom of Association and Correspondence F91-92 SNF 405.1121(k)(11) (12) ICF 442.311(i)	<ul style="list-style-type: none"> - Are there areas in the facility—e.g., small lounges, etc., where residents can and do meet privately? - Is mail delivered opened or unopened? - Are facility personnel assisting residents, if needed, in opening and/or reading mail? 	<p>Ask Residents:</p> <ul style="list-style-type: none"> - Can you have visits from anyone? - Can you find a private place to visit? - Do you receive your mail unopened unless you request otherwise? - Are there telephones you have access to? - Does the staff or volunteers assist you in reading or sending mail, if needed? - How timely is your mail delivered? - How do you receive incoming calls? <p>Ask Staff:</p> <ul style="list-style-type: none"> - Where do residents go when they want privacy? - What telephones are available to residents? - What is the facility visiting policy? 	<p>Physician orders and care plans for indications of restrictions on visitors and/or receiving and sending mail.</p>	<p>All residents may have access to and maintain contact with the community and members of that community have access to them.</p> <p>Subject to reasonable scheduling restrictions, residents may receive visits from anyone they wish. A particular visitor may be restricted by the facility for one of the following reasons:</p> <ul style="list-style-type: none"> - The resident refuses to see the visitor. - The resident's physician documents specific reasons why such a visit would be harmful to the resident's health. - The visitor's behavior is unreasonably disruptive of the functioning of the facility (reasons are documented and kept on file). <p>Decisions to restrict a visitor are reviewed and reevaluated each time the resident's plan of care and medical orders are reviewed by the physician and nursing staff or at the resident's request.</p>	<p>Resident Rights 405.1121(k)(8) 442.311(g)</p>