STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL049016	A. BUILDING: _____ B. WING _____	C 03/04/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OLIN VILLAGE	999 TABOR ROAD OLIN, NC 28660

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
D 000	Initial Comments The Adult Care Licensure Section conducted a complaint investigation with an onsite visit and exit on 03/04/21.	D 000		
D919	G.S. 131D-21(9) Declaration of Resident's Rights G.S. 131D-21 Declaration of Resident's Rights Every resident shall have the following rights: 9. To have access at any reasonable hour to a telephone where he or she may speak privately. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to provide a telephone for resident use in a private location. The findings are: Observation on 03/04/21 at 1:35pm revealed: -The facility had two resident halls that intersected at their ends. -At the intersection was a nurse's station with a counter. -On the counter there was a telephone which was attached to the wall by a telephone line. -Staff and residents frequently walked past the telephone. Observation on 03/04/21 at 4:03pm revealed: -Two people had a conversation at the nurse's station, near the telephone. -The conversation was able to be heard approximately 80 feet away. -The hallway had block walls and a tile floor allowing sound to travel easily. Interview with a resident on 03/04/21 at 1:35pm revealed: -The telephone at the nurse's station was the only	D919		

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D919	Continued From page 1	D919		

telephone available for use by the residents.
-She could not have a private telephone conversation because other residents and staff could hear her.
-She did not like others listening to her telephone conversations.

Interview with a second resident on 03/04/21 at 2:05pm revealed:
-The only phone for resident use was at the nurse's station.
-He was not able to have a private telephone conversation because of the telephone location.

Interview with a third resident on 03/04/21 at 2:13pm revealed:
-There was only one telephone for resident use, and it was at the nurse's station.
-He used it to talk to his brother, but he could not have a private conversation because other residents and staff could hear him.

Interview with the Executive Director (ED) on 03/04/21 at 3:58pm revealed:
-She did not realize the residents did not have privacy while using the telephone.
-The phone was moved into the hallway because residents complained in the past about walking a distance to get to the phone.
-The phone was placed at the nurses' station to give residents a place to sit and because it was in the center of the building.
-At times, she could hear resident's conversations in the hallways, however no residents complained to her about not having privacy.

Telephone interview with the Administrator on 03/04/21 at 4:07pm revealed:
-She knew residents had to have access to a phone and had to be able to speak privately.

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D919	Continued From page 2 -She thought the telephone was in a private location. -She and the ED would figure out a place to put the phone so that it would be in a private location.	D919		