Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017				
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 10 2017				
Facility Addres				2572-I, 63292-I, 63: 252-M, 64253-I, 64:		
City Glenwood, IA.	51534	HL/CC	64557-M, 6	4457-I, 64459-I, 644 4559-I, 64578-M, 64 4924-I, 64989-I, 650	4579-M, 64593-C,	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
135C.44	The penalties aut trebled for a seco class I or class II twelve-month per for the same clas within that period assessed therefo	nes for repeated violations. horized by section 135C.36 shall be and or subsequent violation occurring within any riod if a citation was issued s I or class II violation occurring I and a penalty was r44]481—56.6 (135C) Treble and	I	\$30,000.00 Treble Fine (\$10,000X3	Upon Receipt	
56.6(1)	56.6(1) Treble fines for repeated violations. The director of the department of inspections and appeals shall treble the penalties specified in rule 481—56.3(135C) for any second or subsequent class I or class II violation occurring within any 12-month period, if a citation was issued for the same class I or class II violation occurring within that period and a penalty was assessed therefor.					
64.60	conditions of part 483, Subpart October 3, 1988 incorporated as pregulations is av Facilities Division	Federal regulations adopted - rticipation. Regulations in 42 CFR D, and Sections 410 to 480 effective 3, are adopted by reference and part of these rules. A copy of these railable on request from the Health n, Department of Inspections and State Office Building, Des Moines,				
	by the division us	violations is I, II, and III, determined sing the provision in 481-Chapter 56, ons," to enforce a fine to cite a				
	This rule is intend 135C.2(3).	ded to implement lowa Code Section				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A Report Date January 13, 201				
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to Janua 2017			•	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA	. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
W122	Based on interview to maintain minimu	rements are met. rs and record review, the facility failed im compliance with the Condition of				
	Participation (CoP) Client Protections. Based on interviews and record reviews, the facility failed to ensure clients were free from abuse and mistreatment. Based on interviews and record reviews, facility staff failed to report allegations of abuse and mistreatment of clients immediately. The facility failed to provide adequate supports to ensure consistent implementation of policies and procedures oversight to ensure an environment conducive to protecting clients from abuse and mistreatment and encourage clients to exercise their human rights. These findings led to a determination of Immediate Jeopardy (IJ).					
	determined based from abuse and mi approximately 10:0 implemented a pla increased supervis weekends and retr oversight, follow-up Human Services (I Disability Services	proximately 9:30 a.m. IJ was on the facility's failure to protect clients streatment. The facility was notified at 00 a.m. The facility developed and in to remove the IJ. The plan included ion in the homes on evenings and aining of staff. The plan also included o, and observations by Department of DHS) Division of Mental Health and to be completed at least twice as removed on 12/6/16 at 1:00 p.m.				
	review, the facility to ensure the individu. The facility failed to	125: Based on interviews and record failed to consistently and adequately al, civil and human rights of all clients. It is ensure individuals' right to live in an form abuse and mistreatment. Facility				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$20 On February 6, 2017 pursuant to lo Section 135C.43A	, 2017 pursuant to Iowa Code January 13, 2017			
Facility Name Glenwood Resource Center			anuary 10,			
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	choices and decisic client freedom to me Cross reference We review, the facility from their physical and to their physical and cross reference We review, the facility from their physical and cross reference We review, the facility from abuse structure failed to polient abuse and er client abuse. Cross reference We review, facility staff allegations of abuse administrator or depolicy. As a result, abuse were not repolicy.	urage client autonomy to make ons. Facility staff failed to encourage nove about their environments. 127: Based on interview and record failed to ensure the development and adequate systems to identify and for mistreatment of clients. The facility assure clients were free from threats dipsychological health. 149: Based on interviews and record failed to ensure consistent facility policy to adequately protect and mistreatment. The facility's provide adequate monitoring to prevent insure timely reporting of allegations of allegations of allegations of mistreatment to the signee in accordance with facility allegations of mistreatment and ported timely to the lowa Department Appeals (DIA) in accordance with				
W125	The facility must end the facility must end the facility, and as including the right due process.	ection of Clients Rights ensure the rights of all clients. ility must allow and encourage to exercise their rights as clients of s citizens of the United States, t to file complaints, and the right to				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017				
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to Janu 2017			•	
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	and human rights of ensure individuals' from abuse and misencourage client at decisions. Facility freedom to move a 15 of 28 sample cli #7, #8, #15, #16, # potentially affected Glenwood Resource Findings follow: Cross Reference: Volume 1. When interviewed Treatment Worker overtime at House p.m. RTW K reportime: a. Client #15 stood him/her on the head back down on the chis/her head, curled rocking. b. Client #16 stood head with a spoon reported the hit to the grabbed his/her head on the head, thoug #16. RTW K reportions.	adequately ensure the individual, civil, of all clients. The facility failed to right to live in an environment free streatment. Facility staff failed to utonomy to make choices and staff failed to encourage client bout their environments. This affected ents (Clients #1, #2, #3, #4, #5, #6, 20, #22, #23, #24, and #25) and 227 of 227 clients residing at see Center (GRC). W127, W149, W268 ed on 11/15/16 at 2:00 p.m. Resident (RTW) K recalled she worked 253 on 11/6/16 from 10:00 a.m 2:00 ted the following occurred during that the form the couch, and RTW H hit d with a butter knife. Client #15 sat couch with tears in his/her eyes, held d up in the fetal position, and began the form the couch and was hit on the or butter knife by RTW J. RTW K he head could be heard. Client #16 and and sat back down. stood from the couch, and RTW H hit d. Client #16 stood and was also hit h RTW K could not see who hit Client ted she saw Client #15 being hit, being hit, and heard their reactions.				

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017			
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 10 2017			
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	d. RTW J asked C oral sex or anal interfused to answer to Client #20 and RTW where he could not #20 if RTW U liked intercourse with oth refuse, and RTW J Client #20 shook hi and began to cry as to answer the quest to answer the quest e. Client #20 refus RTW U told the client continued to could not eat if he/s on. Client #20, aga better do it." Client 2. When interviews stated on 11/10/16 from 2:00 p.m 6:0 occurred during the a. RTW M hit Clier while RTW H held I During the interview showing RTW M stobject and saying, clearly showed RTW the couch to prevent M hit him/her.	ed to put his/her clothing protector on. ent he/she needed to put it on, and the refuse. RTW U told Client #20 he/she she did not put the clothing protector ain, refused and RTW U said, "You a #20 put the clothing protector on. ed on 11/21/16 at 5 p.m. RTW L she was pulled to work at House 253 00 p.m. RTW L recalled the following			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017				
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 2017				
Facility Address 711 South Vine St			1		63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA. 51534		HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section	Ň	Nature of Violation	Class	Fine Amount	Correction Date	
approx the clie because bag of c. Clier when re grabbe from th he/she RTW for who minute: again. Client # his fist 3. Whe stated to hit C 253. R a butte 4. Whe stated Client # calm C say, "A witness 5. Reco Report scratch	imately 30 secunt, "I told you see Client #23 chips." In #15 rocked edirected. Red Client #15 e recliner to would have I left the immorm he had acts later Client RTW H came #15, and hit had the three times. I will be the immorm he had acts later Client RTW H came #15, and hit had acts later Client RTW H came #15, and hit had	e counter, and held the client there for econds. RTW J then commented to u to stay out of there." This occurred reached into the cupboard to get a din a recliner and refused to stop TW H walked across the room, by his/her legs, and pulled him/her the floor. RTW H told Client #15 to sit on the floor if he/she didn't stop. rediate area and returned to the client ecountability. RTW L stated a few #15 began to rock in the recliner reacross the room, stood behind him/her in the back of the head with ed on 11/28/16 at 11:00 a.m. RTW N ewitnessed RTW I use a butter knife diction Client #16 while working at House r stated when she hit the clients with rould say, "Knock it off!" ed on 11/22/16 at 3:15 p.m. Client #17 ssed RTW I use a butter knife to wn. Client #17 stated RTW I would "Client #17 reported he/she ple times. vealed Type 1 Incident Investigation 16. The report documented multiple and bruises to Client #1's neck, back, en asked what happened, Client #1				
		eld me down and shot me." 11/21/16 at 1:13 p.m. RTW B				

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Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	the bathroom. Clie bucket. According bathroom and grab told Client #1 the or point, RTW B report did not want to be a Client #1 yell, but C mop. RTW B state the bathroom and C. 6. Record review r dated 8/22/16, door room another peer eyes were reddeneed. Further record reviet Investigation Report 10/13/16 at 5:00 PI (Department) was indicates an incider at 9:15 PM by (RTV injury noted to the opeer to peer aggres of staff actions which when interviewed (FRTW) A reported RTW A sat in the done-on-one superv heard what sounder FRTW A described repeatedly saying, wrestling stopped, did you do that? Lot three staff discusses	evealed Client #3's Incident Report, umented while Client #3 sat in the day hit him/her in the face and his/her ed. ew revealed facility Type 1 Incident rt, dated 10/13/16, indicated, "On M QM (Quality Management) informed of new information that nt report filed for the client on 8/22/16 W C) was not factual and that the client's eye which was attributed to a ssion incident, was instead the result ch resulted in an injury." on 11/17/16 at 2:27 p.m. Former RTW I the evening prior to his resignation, ay room with a client who required ision. According to FRTW A, he is d like wrestling in the dining room. I chairs being moved and Client #3 "Stop! Leave me alone." When the FRTW A heard Client #3 say, "Why look at my arm!" FRTW A stated two or ed the incident in the dining room. V A, the staff discussed their alibis and			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A			rt Date ary 13, 2017	
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 10, 2017		anuary 10,	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.		
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	reported RTW C ar stated they nitpicked any snacks. According swore at the clients stated after the clients stated after the clients stated after the clients stated after the clients they were on restrict he/she got a pop of "What are you doing RTW D walked in a state of the course of another peer were resulted in (Client # (His/her) ears were redness on his che fought until they we course of another in against RTW D. During facility interned "he/s small orange ball a ball. At first (Client throw the balls on (RTW D) told (him/(Client #6) reported ball the orange one throw the second be (RTW D) if (he/she) get marked explained no (Client throw the ball at (Client throw the throw throw the throw	on 11/15/16 at 3:30 p.m. Client #3 and RTW D picked on clients. He/she are and told them they could not have a ding to Client #3, RTW C and RTW D is until they got worked up. Client #3 and hey could not go on an outing because actions. Client #3 reported when ut of the cupboard, RTW C said, and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the same thing. Revealed Facility Type 1 Incident and said the said the same thing. Revealed Facility Type 1 Incident and said the said the said the said (Client #4) one and said the same thing. Revealed Facility Type 1 Incident and (Client #4) one and said the said the said (Client #4). Revealed Facility Type 1 Incident and said the s				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 2017		•
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-(64603-M, 64924-I, 64989-I, 65017-I.		64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	Record review re Investigation Repoindicated, "(Client # staff members teas (he/she) is scream (He/she) said they also hide them from (Client #8) heard (One of that PM's do mess (RTW A, RTW B, and RTW facility determined when interviewed reported he/she with #1. Client #5 state issues more than fone day because of his/her doorway and saw Client #1 RTW D put Client #1 RTW D are not the main aggree messed with certain Client #4 stated RT Client #3 asked RT was funny. Client #1 was funny. Client #1 was funny. Client #1 was funny. When clients to "blow." blow.	evealed Facility Type 1 Incident rt, dated 9/26/16. The report #5) reported to me at the cafeteria that se (Client #1). (He/she) said that when ing and yelling they don't stop. threaten to take (his/her) CD's and in (him/her) when (he/she) is upset. Client #5) telling me and (he/she) said with (him/her). (Client #5) said it's and RTW D). (Client #8) said that it's D). (RTW D) not (RTW B)." The the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated. On 11/15/16 at 4:15 p.m. Client #5 the allegation to be substantiated.			
	When interviewed	on 11/15/16 at 3:30 p.m. Client #3			

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Number FC 6416					
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 10, 2017		
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.		, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	have any snacks. ATW D swore at th Client #3 stated aft RTW C and RTW D outing because the reported RTW C ar When interviewed oreported morning s "chaos." Client #7 at clients. Client #7 at clients. Client #1 (Client #8) has you CD. According to C#1 "blow." Client # Client #1's bedroom where the CD was Client #7 stated Cli gave Client #1 his/I laughing and Client #7 reported staff eg #1 threw things at shamper and broke and hurt him/her; d point on the neck to explained RTW D occient #7 could not they mostly picked they used profanity Client #7 explained word" when Client sexually inappropricient #7 believed I Client #7 did not was client #7 did not wa	and told the clients they could not According to Client #3, RTW C and e clients until they got worked up. er the clients became worked up, of told them they could not go on an ey were on restrictions. Client #3 and RTW D picked on Client #1 a lot. On 11/15/16 at 3:40 p.m. Client #7 hifts were fine, but evening shifts were stated RTW A threatened and swore a also stated RTW A and RTW D RTW D told Client #1, "Look, look ar 80's CD.," when RTW D had the Client #7, RTW D tried to make Client 1 tipped furniture and RTW D ran into an and hid the CD. Client #1 asked and RTW D said he did not know. ent #1 became upset, then RTW D her CD back. RTW A came in the theory of the theory of the theory of the client #1 on and on and Client staff. He/she threw the laundry it. RTW A got physical with Client #1 escribed as staff used a pressure of make Client #1 stop. Client #7 observed this and did something, but remember what. Client #7 stated on other clients. Client #7 reported and told sexually inappropriate jokes. I RTW A used the "F word" and the "B #7 is around, and RTW D talked about atte things, such as women's vaginas. The she reported it to investigations. The art of the RTWs to return to work in the RTWs to return to work			

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FC 6416		Fine amount reduced by 35% to 9 On February 6, 2017 pursuant to Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593- 64603-M, 64924-I, 64989-I, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	9. Record review r	evealed the following:			
	9/22/16, noted, "f	nformation Questionnaire, dated Resident's various diagnoses and ussed in front of other residents and ."			
	10/17/16. The report was reported to QN been received that (RTW A) made removed client's diagnosis, such schizophrenic, how alleged date of the has yet to be confirmation.	ncident Investigation Report, dated out indicated, "On 10/17/16 an incider of indicating that new information had alleges (Client #2) was present where harks in front of the client related to the stating, "This is (Client #2), (he/she) is a re those voices, (Client #2)?" The incident was 8/19/16 on PM shift but the med. Other persons were alleged to at the time of the incident."	n ne s		
	reported RTW A ga house. RTW A talk room with other per RTW A did not follo and Accountability recalled Client #2 of Client #2 was aske stated staff jokingly	on 11/17/16 at 2:27 p.m. FRTW A ave him a rundown of everyone in the ked about their problems in the living ople around. According to FRTW A, bw the Health Insurance Portability Act of 1996 (HIPAA). FRTW A diagnosed with schizophrenia and d if he/she heard voices. FRTW A talked to Client #2 about voices and ut down and go back to his/her			
	recalled an inciden RTW Y stated RTV whipped cream. W get cake, RTW Z "a cream toward Clier it in his/her mouth.	ved on 11/14/16 at 4:40 p.m. RTW Y toccurred at House 470 on p.m. shift V Z made a special snack, cake with I/hen Client #22 went to the kitchen to airplaned a spoon with whipped at #22, acting like he was going to pur Instead, RTW Z smeared the Client #22's face. The client became	i.		

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Number FC 6416	Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report	Date ry 13, 2017	
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to 2017		16 to January 10,	
Facility Address 711 South Vine St				63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date	
he/she needed to Client #22 refused dishes away, and did not get snack incident to her sup 11. Record review Type 1 investigation reported to GRC of member strike a coutside the van in Store after the clieground and put it the client to be Cl When interviewed Member A reported three GRC staff in RTW AA leave the reported she left to clients and witness head. She believe the ground and put when interviewed Member B reported for the Dollar General One of the clients and put it in his/he get something our staff grabbed the him/her toward he back of the head. When interviewed When interviewed the him/her toward he back of the head.	at RTW Z. RTW Z told Client #22 apologize before he/she got cake. It to apologize to RTW Z, put his/her went to bed. RTW Y stated Client #22 that night. She stated she reported the pervisor about a week later. If you would not				

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Number FC 6416		Fine amount reduced by 35% to \$20 On February 6, 2017 pursuant to lo Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res		Survey Dates October 31, 2016 to Jane 2017			
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C, 64603-M, 64924-I, 64989-I, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	head. He reported put something in hi 12. When interview and Nutrition Service previously worked 8/6/16 and 8/7/16 Fresponsibility of Clithe shift and RTW According to FNS Name to knee to Cliwhen he/she tried to a few times, but co A reported RTW Dloffice chair, and rew Worker A witnesse DD away while she Worker A recalled #25 at his/her gait ligait belt and pulled times, RTW DD sat On one of the two ranother client dowrraise her voice and According to FNS Nand Client #25 pulle also heard Client #Worker A told a nure let Client #25 get u Worker A Client #25 get u Worker A Client #25 in CC or RTW DD we Client #25 and called voiced her concern RTW CC and RTW walking throughout	and hit the client in the back of the the staff hit the client because he/she s/her mouth. Wed on 11/2/16 at 12:58 p.m. Food ces (FNS) Worker A reported she as a RTW. FNS Worker A recalled on RTW CC and RTW DD split ent #25. RTW CC took the first part of DD took the second part of the shift. Worker A, on both days RTW CC sat ent #25 and pushed him/her down to get up. RTW CC walked Client #25 mplained about him/her. FNS Worker D also sat in front of Client #25, on an stricted him/her from getting up. FNS d Client #25 push RTW CC and RTW walked through the living room. FNS RTW CC and RTW DD pushed Client belt area or grabbed onto Client #25's him/her down to a sitting position. At the with her back towards Client #25. hights, FNS Worker A assisted in the hall when she heard RTW DD I say, "Don't touch me you perv." Worker A, RTW DD was on the phone ed her hair. FNS Worker A stated she 25 grunting and trying to get up. FNS rse, RTW CC and RTW DD would not p, but the nurse instructed FNS 5 needed to sit when he/she received as FNS Worker A also reported RTW are doing Snapchat, took pictures of the shift. According to FNS Worker A when the overnight staff arrived, but a DD stated Client #25 had trouble the shift. According to FNS Worker do be walked whenever he/she			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Repor Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 2017			• •
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.		, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
Section	FNS Worker A state 25 times a shift. Record review on 1 a. Client #25's Indivindicated Client #25 house as much as b. Client #25's Mobwill ambulate for 25 minutes on the PM program included, walk will help to ma promoting musculo gastrointestinal, an considered overweencouragement to This skill will promotion maintenance of independence with into the community When interviewed confirmed staff faile stated staff should to walk. She stated she recently had to performance.	bility Program indicated "(Client #25) is minutes on the AM shift and 25 shift" Justification for Client #25's "Maintaining (Client #25's) ability to aintain (his/her) independence while skeletal, cardiovascular, d pulmonary health. (Client #25) is ight and oftentimes needs much be active and maintain positive health. ote a healthy, active lifestyle allowing functional mobility skills and ADL's leading to improved transition." on 11/2/16 at 3:14 p.m. RTS D and to follow Client #25's plan. RTS D not restrict Client #25 from getting up d she believed FNS Worker A because talk to RTW CC about her work		Amount	Date
	management policy following personne encouraged and edrights they share withe right to be a dig	ealed the facility's incident y, dated 11/2/07, provided the I practice: "Individuals shall be ducated to assert the legal and civil ith all United States citizens, including pnified, self directed existence in a environment, free from abuse and			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017			
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 10, 2017		•
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	. 51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593 64603-M, 64924-I, 64989-I, 65017-I.		64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	10/18/06, and note Possess the Rights individual and as a States Have a didetermination, make lives significant to the psychological, sexue exploitation Be from the restraints Received dignity and respect with consideration, dignity and individual "An individual's riwithout due processor a restrictive interpolicy with written of individual's parent, representative" Record review rever procedure, dated 1 receiving services rights of all United dignified, self-direct environment Individual's rights of self-direct environment Individual's rights without dual's rights without dual's rights without dignified the follow "GRC prohibits the individual's rights without all self-direct environments"	ealed individuals rights policy, dated d, "Individuals Residing at GRC is to Exercise their rights as an citizen or resident of the United ignified existence with self-ting choices about aspects of their them Be free from physical, ual or verbal abuse, neglect and ee from unnecessary drugs and ee care in a manner maintaining their ing their individuality and to be treated respect and full recognition of their itality" The policy further directed: ghts shall not be limited or abridged is under the laws of the State of Iowarvention program approved under this consent of the individual or the legal guardian or legal. States citizens, including the right to a sted existence in a safe and humane viduals shall be acknowledged as sion of these rights" The procedures ing guidance for rights restrictions: he intentional violation of an vithout due process, or the failure to in All employees shall be responsible			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Facility Address 711 South Vine St City Glenwood, IA. 51534 HL/CC Baction Bactio	Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	t Date ry 13, 2017
City Glenwood, IA. 51534 Rule or Code Section for protecting and promoting individual rights and support individuals in exercising their rights independently and, if necessary, with staff assistance Any employee, volunteer or contractor who has been found to have violated the rights of an individual shall be subject to sanctions up to and including dismissal or termination of contract" The procedures also provided the following guidance regarding violation reporting and response: "All employees witnessing or having knowledge of a rights violation are required to report the rights violation orally to their direct line supervisor, unless the allegation involves the supervisor, in which case the report shall be made to the supervisor's supervisor Retaliation shall not occur for good faith reporting" On 11/15/16 at approximately 9:30 a.m. Immediate Jeopardy (IJ) was determined based on the facility's failure to protect clients from abuse and mistreatment. The facility developed and implemented a plan to remove the IJ. The plan included increased supervision in the homes on evenings and weekends and retraining of staff. The plan also included oversight follow-up and observations by Department of Human Services (DHS) Division of Mental Health and Disability Services, to be completed at least twice monthly. The IJ was removed on 12/6/16 at 1:00 p.m. W127 483.420(a)(5) Protection of Clients Rights The facility must ensure the rights of all clients.				October 31, 2016 to January 10,		
Glenwood, IA. 51534 Statement Statem						
for protecting and promoting individual rights and support individuals in exercising their rights independently and, if necessary, with staff assistance Any employee, volunteer or contractor who has been found to have violated the rights of an individual shall be subject to sanctions up to and including dismissal or termination of contract" The procedures also provided the following guidance regarding violation reporting and response: "All employees witnessing or having knowledge of a rights violation are required to report the rights violation orally to their direct line supervisor, unless the allegation involves the supervisor, in which case the report shall be made to the supervisor, in which case the report shall not occur for good faith reporting" On 11/15/16 at approximately 9:30 a.m. Immediate Jeopardy (IJ) was determined based on the facility's failure to protect clients from abuse and mistreatment. The facility was notified at approximately 10:00 a.m. The facility developed and implemented a plan to remove the IJ. The plan included increased supervision in the homes on evenings and weekends and retraining of staff. The plan also included oversight follow-up and observations by Department of Human Services (DHS) Division of Mental Health and Disability Services, to be completed at least twice monthly. The IJ was removed on 12/6/16 at 1:00 p.m. W127 483.420(a)(5) Protection of Clients Rights The facility must ensure the rights of all clients.		51534	HL/CC	64557-M, 64559-I, 64578-M, 64579-M, 64593		, 64579-M, 64593-C,
individuals in exercising their rights independently and, if necessary, with staff assistance Any employee, volunteer or contractor who has been found to have violated the rights of an individual shall be subject to sanctions up to and including dismissal or termination of contract" The procedures also provided the following guidance regarding violation reporting and response: "All employees witnessing or having knowledge of a rights violation are required to report the rights violation orally to their direct line supervisor, unless the allegation involves the supervisor, in which case the report shall be made to the supervisor's supervisor Retaliation shall not occur for good faith reporting" On 11/15/16 at approximately 9:30 a.m. Immediate Jeopardy (IJ) was determined based on the facility's failure to protect clients from abuse and mistreatment. The facility was notified at approximately 10:00 a.m. The facility developed and implemented a plan to remove the IJ. The plan included increased supervision in the homes on evenings and weekends and retraining of staff. The plan also included oversight follow-up and observations by Department of Human Services (DHS) Division of Mental Health and Disability Services, to be completed at least twice monthly. The IJ was removed on 12/6/16 at 1:00 p.m. W127 483.420(a)(5) Protection of Clients Rights The facility must ensure the rights of all clients.			Nature of Violation	Class	_	Correction Date
not subjected to physical, verbal, sexual or psychological abuse or punishment. Based on interview and record review, the facility failed	W127	individuals in exercinecessary, with star volunteer or contractions up to and contract" The proguidance regarding "All employees wrights violation are orally to their direct involves the supervent made to the supervent of occur for good? On 11/15/16 at app Jeopardy (IJ) was of failure to protect clined The facility was not facility developed at IJ. The plan also included homes on evenings the plan also included homes on evenings the plan also included by the plan also include	dising their rights independently and, if assistance Any employee, ctor who has been found to have of an individual shall be subject to dincluding dismissal or termination of occdures also provided the following giviolation reporting and response: itnessing or having knowledge of a required to report the rights violation aline supervisor, unless the allegation visor, in which case the report shall be visor's supervisor Retaliation shall faith reporting" Droximately 9:30 a.m. Immediate determined based on the facility's ents from abuse and mistreatment. The indimplemented a plan to remove the ed increased supervision in the sand weekends and retraining of staff. ded oversight follow-up and epartment of Human Services (DHS) Health and Disability Services, to be twice monthly. The IJ was removed p.m. The indimplemented a plan to remove the twice monthly. The IJ was removed p.m. The indimplemented a plan to remove the twice monthly. The IJ was removed p.m.			

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Number FC 6416				o Iowa Code January 13, 2017	
Facility Name Glenwood Res			October 2017	Survey Dates October 31, 2016 to January 10, 2017	
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	mistreatment of clie assure clients were psychological healt clients (Clients #1, #19, #20, #22, #23 affected 227 of 227 Resource Center (Clients follow: 1. When interviewed Treatment Worker overtime at House p.m. RTW K recall during snack, the carea turned sexual between RTW H a #17, #18, #19, and RTW J if he would his wife, RTW I. As spoke of how he wwith RTW K. As sr were told to sit on touch, and RTW H knife. Client #15 si in his/her eyes, hel position, and began the couch and was knife by RTW J. R could be heard. Cl back down. RTW I on-going inapproprintercourse and ma from the couch, and Client #16 stood ar RTW K could not s	to identify and prevent abuse and/or ents. The facility failed to proactively a free from threats to their physical and th. This affected 15 of 28 sample #3, #4, #6, #7, #15, #16, #17, #18, #24, and #25) and potentially clients residing at Glenwood GRC). ed on 11/15/16 at 2:00 p.m. Resident (RTW) K recalled she worked 253 on 11/6/16 from 10:00 a.m 2:00 ed as she sat with her assigned client conversation among the staff in the in nature. The conversation occurred and RTW J in front of Clients #15, #16, #20. RTW K recalled RTW H asked like to engage in anal intercourse with a this conversation continued, RTW H could like to engage in anal intercourse hack ended, Client #15 and Client #16 the couch. Client #15 stood from the hit him/her on the head with a butter at back down on the couch with tears d his/her head, curled up in the fetal in rocking. Client #16 then stood from hit on the head with a spoon or butter TW K reported the hit to the head ient #16 grabbed his/her head and sat K recalled this occurred in the midst of itate conversation regarding anal alle genitals. Client #15 again stood d was hit on the head by RTW H. In d was also hit on the head, though ee who hit Client #16. RTW K client #15 hit, heard both clients hit,			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to low Section 135C.43A			
Facility Name Glenwood Res	ource Center		Survey D October 3 2017	ates 31, 2016 to Ja	nuary 10,
Facility Addres			#62570-I, 62572-I, 63292-I, 63881-M, 64234-I, 64240-I, 64252-M, 64253-I, 64279-I, 64397-I,		
City Glenwood, IA.	51534	HL/CC	64557-M, 64	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	their heads, rocked activities, RTW K resoccurred between I and how it was a "v participated in this of 17 and Client #18 to RTW I. RTW I respectively as a said, "Grandma mathat point, RTW J are peatedly a said, "Grandma mathat point, RTW J are ngage in oral sex Client #20 refused closer to Client #20 client, where he conclient, where he conclient #20 if RTW U intercourse with other fuse, and RTW J Client #20 shook hid and began to cry as to answer the quest RTW I then asked I K and RTW I went RTW I liked her job liked the weekends wanted without sup lunch. Client #20 ron. RTW U told the and the client continuation. RTW U told the and the client continuation. Client #20 ron. RTW U told the and the client continuation. Client #20 he/she could not protector on. Finallicalled RTW K to the collection of the said, "You better do protector on. Finallicalled RTW K to the	ctions. She reported both clients held and cowered. In the midst of these eported an additional conversation RTW I and RTW J regarding laundry woman's job." RTW N also conversation and encouraged Client # o push the laundry basket towards bonded to the clients, "If you do it, I'll W K recalled RTW H and RTW J then at #19, "Does Grandma make you of RTW H's wife, RTW I. RTW H and asked Client #19 this, until he/she asked Client #20 if RTW U liked to or anal intercourse with other men. To answer the question. RTW J stood of and RTW U stood directly behind the all of the head no, became very upset, as staff continued to pressure him/her tion about RTW U. RTW K reported there to go take a break with her. RTW outside to break and RTW K asked if a RTW K reported RTW I replied they because they could do whatever they because they could do whatever they bervisors. At that point, it was time for efused to put his/her clothing protector at client #20 put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she did not put the clothing to eat if he/she and RTW U it." Client #20 put the clothing the entire the entire the she entered, she and next to Client #19 with his leg			

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	Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A Report Date January 13, 2			
source Center			Survey Dates October 31, 2016 to January 10, 2017	
ss e St				
51534	HL/CC	64557-M, 6	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-64603-M, 64924-I, 64989-I, 65017-I.	
I	Nature of Violation	Class	Fine Amount	Correction Date
sobbing. RTW K a replied he told Clier never coming back hugged RTW H's less and these incidents immater RTW K reported shafeel safe. 2. When interviewed stated on 11/10/16 from 2:00 p.m 6:0 she witnessed RTV butter knife while R couch. She stated incident. During interview wishowing RTW M st saying "Are we good RTW H holding Clier prevent the client from When interviewed confirmed she and video. She confirmed she and video	sked RTW H what was wrong, and he nt #19 that Grandma (RTW I) was. RTW K recalled Client #19 sobbed, eg, and rocked. ith RTW K revealed she did not report nediately because she was scared. He was scared of retaliation and did not eed on 11/21/16 at 5:00 p.m. RTW L she was pulled to work at House 253 that day, W M hit Client #15 on the head with a TW H held him/her down on the she used her cell phone to record the eth RTW L, she shared a video clearly riking Client #15 on the head and head?" The video also clearly showed ent #15 by the neck on the couch to form getting up as he/she was hit. In 11/21/16 at 11:45 a.m. RTW M RTW H were the two staff in the need she hit Client #15 with a butter we good?" She stated she had be butter knife in this same manner, no used this technique on Client #15 referred to it as the "Reset Button." did not report any of the multiple W H and RTW I used a butter knife to ysical with the clients. RTW M stated			
	laying over the clief sobbing. RTW K a replied he told Clief never coming back hugged RTW H's left further interview with these incidents imm RTW K reported shifted safe. 2. When interview stated on 11/10/16 from 2:00 p.m 6:0 she witnessed RTV butter knife while R couch. She stated incident. During interview with showing RTW M staying "Are we good RTW H holding Clief prevent the client from	On February 6, 2017 pursuant to low Section 135C.43A Source Center SS e St HL/CC 51534 Nature of Violation laying over the client and Client #19 red-faced and sobbing. RTW K asked RTW H what was wrong, and he replied he told Client #19 that Grandma (RTW I) was never coming back. RTW K recalled Client #19 sobbed, hugged RTW H's leg, and rocked. Further interview with RTW K revealed she did not report these incidents immediately because she was scared. RTW K reported she was scared of retaliation and did not feel safe. 2. When interviewed on 11/21/16 at 5:00 p.m. RTW L stated on 11/0/16 she was pulled to work at House 253 from 2:00 p.m 6:00 p.m. While in House 253 that day, she witnessed RTW M hit Client #15 on the head with a butter knife while RTW H held him/her down on the couch. She stated she used her cell phone to record the incident. During interview with RTW L, she shared a video clearly showing RTW M striking Client #15 on the head and saying "Are we good?" The video also clearly showed RTW H holding Client #15 by the neck on the couch to prevent the client from getting up as he/she was hit. When interviewed on 11/21/16 at 11:45 a.m. RTW M confirmed she and RTW H were the two staff in the video. She confirmed she hit Client #15 with a butter knife and stated, "Are we good?" She stated she had seen others use the butter knife in this same manner, including RTW I who used this technique on Client #15 multiple times and referred to it as the "Reset Button." RTW M stated she did not report any of the multiple incidents when RTW H and RTW I used a butter knife to hit clients or got physical with the clients. RTW M stated she was intimidated and scared of RTW H, and	Source Center Source Center Source Center Source Center Solution 135C.43A Survey Doctober 2017 Solution 2017 Solution Class HL/CC Solution Class Solution Class HL/CC Solution Class Nature of Violation Class Class Iaying over the client and Client #19 red-faced and sobbing. RTW K asked RTW H what was wrong, and he replied he told Client #19 that Grandma (RTW I) was never coming back. RTW K recalled Client #19 sobbed, hugged RTW H's leg, and rocked. Further interview with RTW K revealed she did not report these incidents immediately because she was scared. RTW K reported she was scared of retaliation and did not feel safe. 2. When interviewed on 11/21/16 at 5:00 p.m. RTW L stated on 11/10/16 she was pulled to work at House 253 from 2:00 p.m 6:00 p.m. While in House 253 that day, she witnessed RTW M hit Client #15 on the head with a butter knife while RTW H held him/her down on the couch. She stated she used her cell phone to record the incident. During interview with RTW L, she shared a video clearly showing RTW M striking Client #15 on the head and saying "Are we good?" The video also clearly showed RTW H holding Client #15 by the neck on the couch to prevent the client from getting up as he/she was hit. When interviewed on 11/21/16 at 11:45 a.m. RTW M confirmed she and RTW H were the two staff in the video. She confirmed she hit Client #15 with a butter knife and stated, "Are we good?" She stated she had seen others use the butter knife in this same manner, including RTW I who used this technique on Client #15 multiple times and referred to it as the "Reset Button." RTW M stated she did not report any of the multiple incidents when RTW H and RTW I used a butter knife to hit clients or got physical with the clients. RTW M stated she was intimidated and scared of	Source Center Section 135C.43A Survey Dates October 31, 2016 to J 2017 SS e St HL/CC 51534 HL/CC 51534 HL/CC Say Responsibility of St.

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 20			
Facility Name Glenwood Res	ource Center		October 2017	Survey Dates October 31, 2016 to January 10, 2017	
Facility Addres 711 South Vine					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	want to report anyth When interviewed of Quality Manager facility should be tre no point should sta physically abuse cle talk about inapprop She further stated I were all suspended psychological, verb the facility failed to and psychological a 3. Record review of investigation initiate Treatment Worker at the neck and pushe J held the client's fa 30 seconds and co Client #23 had take and stood by the co facility substantiate 4. When interviewe stated she observe refused to stop whe the room, grabbed him/her from the re #15 he/she would if stop. RTW H left th client for whom he few minutes later C recliner again. RTV	on 11/21/16 at 10:00 a.m., the Director ment (DQM) stated all clients at the eated with dignity and respect and at ff ever use threats of physical abuse, ients, intimidate clients, or swear and viate sexual acts around the clients. RTW H, RTW I, RTW J and RTW M I from employment for substantiated all and mental abuse. She confirmed keep the clients free from physical abuse. On 12/12/16 revealed a facility end 11/23/16 alleged Resident J grabbed Client #23 by the back of each his/her face into the counter. RTW ace to the counter for approximately mmented, "Don't do that again!" en a bag of chips from the cupboard ounter with the bag of chips. The d physical and psychological abuse. Ded on 11/21/16 at 5:00 p.m. RTW L d Client #15 rocked in a recliner and en redirected. RTW H walked across Client #15 by his/her legs, and pulled cliner to the floor. RTW H told Client have to sit on the floor if he/she didn't e immediate area and returned to the had accountability. RTW L stated a client #15 began to rock hard in the W H came across the room, stood and hit him/her in the back of the head			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 20			
Facility Name Glenwood Res	source Center		October 2017	Survey Dates October 31, 2016 to January 10, 2017	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593 64603-M, 64924-I, 64989-I, 65017-I.		64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	stated on 11/6/16 h to hit Client #15 and 253. RTW N furthe with a butter knife s then stated he had slapped Client #15 6. When interviewed stated he/she witned Client #15. He/she calm Client #15 do say, "Are we done? this multiple times. 7. When interviewed stated he/she witned RTW M all use a but further stated, "I wis asked again who the stated Client #15. We witnessed a staff put he/she stated "Yes Client #15. When a knife or forcefully p Client #15. When a knife or forcefully p Client #18 stated, " 8. Record review re Report, dated 9/26/ notified this RTS (R unknown injury to (shoulders, and bac 248 (Client #1) was (He/she) had multip (his/her) neck, back	evealed Type 1 Incident Investigation (16. The report indicated, "Staff Resident Treatment Supervisor) of an Client #1) on (his/her) neck, k. Upon further follow up to house asked to show us the area noted. Die scratches, scrapes, and bruises to k, and shoulders. When asking (Client I, (he/she) stated, 'The PM's held me			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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FC 6416 On February 6, 2017 purs				t Date ry 13, 2017
source Center		October 2017	31, 2016 to J	
ss e St				
51534	HL/CC	64557-M, 6	4559-I, 64578-M	, 64579-M, 64593-C,
	Nature of Violation	Class	Fine Amount	Correction Date
reported he/she did Client #1 then reca could not recall what when interviewed or reported he was apstated he did not know of anyone their hands on Client bucket. According bathroom and grab told Client #1 the or the bathroom becan interaction. RTW A often yelled when a RTW A left he wen mopped. RTW B cincident because RTW B. RTW B stanything or did any According to RTW previous staff fired RTW B stated he be RTW A and did not have come from.	Inot know how the bruises happened. Illed RTW A did it in the bathroom, but at happened. In 11/7/16 at 12:47 p.m. RTW B spalled by Client #1's bruises. He now how Client #1 received the to RTW B, he did not notice Client he assisted Client #1 with his/her and 9/23/16. RTW B reported he did e, nor had he witnessed anyone place int #1. Interview on 11/21/16 at 1:13 p.m. RTW /16 he assisted Client #1 with cleaning int #1 yelled and threw the mop to RTW B, RTW A walked into the bed Client #1 by the arms. RTW A ther clients were sleeping. RTW B left use he did not want to be around the heard Client #1 yell, but Client #1 asked to mop. RTW B stated after to back into the bathroom and Client #1 confirmed he failed to report the it back into the bathroom and Client #1 confirmed he failed to report the it. TW A threatened new staff, including atted RTW A told him if he said thing, other staff would get him fired. B, RTW A bragged about getting a and RTW B had a lot on the line. The elieved Client #1's bruising came from a know where else the bruising would be and 11/15/16 at 2:34 p.m. RTW Q and with RTW A on one occasion at			
	When interviewed oreported he/she did Client #1 then reca could not recall which when interviewed oreported he was apstated he did not known of anyone their hands on Client #1 the oreported on 9/23/2 the bathroom. Client bucket. According bathroom and grab told Client #1 the oreported when a RTW A left he wen mopped. RTW B concident because RTW B. RTW B stanything or did any According to RTW previous staff fired RTW B stated he be RTW A and did not have come from. When interviewed or reported she worked House 248. RTW A	On February 6, 2017 pursuant to lot Section 135C.43A Source Center SS e St HL/CC 51534 Nature of Violation When interviewed on 11/7/16 at 12:36 p.m. Client #1 reported he/she did not know how the bruises happened. Client #1 then recalled RTW A did it in the bathroom, but could not recall what happened. When interviewed on 11/7/16 at 12:47 p.m. RTW B reported he was appalled by Client #1's bruises. He stated he did not know how Client #1 received the bruises. According to RTW B, he did not notice Client #1's bruises when he assisted Client #1 with his/her shower on 9/22/16 and 9/23/16. RTW B reported he did not know of anyone, nor had he witnessed anyone place their hands on Client #1. During additional interview on 11/21/16 at 1:13 p.m. RTW B reported on 9/23/16 he assisted Client #1 with cleaning the bathroom. Client #1 yelled and threw the mop bucket. According to RTW B, RTW A walked into the bathroom and grabbed Client #1 by the arms. RTW A told Client #1 the other clients were sleeping. RTW B left the bathroom because he did not want to be around the interaction. RTW A heard Client #1 yell, but Client #1 often yelled when asked to mop. RTW B stated after RTW A left he went back into the bathroom and Client #1 mopped. RTW B confirmed he failed to report the incident because RTW A threatened new staff, including RTW B. RTW B stated RTW A told him if he said anything or did anything, other staff would get him fired. According to RTW B, RTW A bragged about getting a previous staff fired and RTW B had a lot on the line. RTW B stated he believed Client #1's bruising came from RTW A and did not know where else the bruising would	Survey I October 2017 SS e St HL/CC S1534 HL/CC S1534 HL/CC S1534 HL/CC S1534 Nature of Violation Class When interviewed on 11/7/16 at 12:36 p.m. Client #1 reported he/she did not know how the bruises happened. Client #1 then recalled RTW A did it in the bathroom, but could not recall what happened. When interviewed on 11/7/16 at 12:47 p.m. RTW B reported he was appalled by Client #1's bruises. He stated he did not know how Client #1 received the bruises. According to RTW B, he did not notice Client #1's bruises when he assisted Client #1 with his/her shower on 9/22/16 and 9/23/16. RTW B reported he did not know of anyone, nor had he witnessed anyone place their hands on Client #1. During additional interview on 11/21/16 at 1:13 p.m. RTW B reported on 9/23/16 he assisted Client #1 with cleaning the bathroom. Client #1 yelled and threw the mop bucket. According to RTW B, RTW A walked into the bathroom and grabbed Client #1 by the arms. RTW A told Client #1 the other clients were sleeping. RTW B left the bathroom because he did not want to be around the interaction. RTW A heard Client #1 yell, but Client #1 often yelled when asked to mop. RTW B stated after RTW A left he went back into the bathroom and Client #1 mopped. RTW B confirmed he failed to report the incident because RTW A threatened new staff, including RTW B. RTW B stated RTW A told him if he said anything or did anything, other staff would get him fired. According to RTW B, RTW A bragged about getting a previous staff fired and RTW B had a lot on the line. RTW B stated he believed Client #1's bruising came from RTW A and did not know where else the bruising would have come from. When interviewed on 11/15/16 at 2:34 p.m. RTW Q reported she worked with RTW A on one occasion at House 248. RTW A came across as the boss and acted	Source Center Section 135C.43A Survey Dates October 31, 2016 to J 2017 SS e St HL/CC 64439-C, 64457-L, 64259-L, 64557-M, 64559-L, 64254-L, 64557-M, 64559-L, 64259-L, 64557-M, 64559-L, 6457-L, 64557-M, 64559-L, 6459-L, 64559-L, 6459-L, 64559-L, 6459-L, 64559-L, 64559-L

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	•
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	Client #1 in the shot stated Client #1 told assured Client #3 set. 9. Record review rows a. Client #3's Incide while Client #3 sat him/her in the face. b. Former Resident Information Questic providing one-on-omy house when I on different part of the exactly what was good seemingly upset. It overheard several room) talking about or something with a received a minor in even though they help plausible alibi, and when the injury occurred write up an incident resident had attack injury. I couldn't tell involved, and in white incident, the injury, know was, if what I actually what happer before someone were assured to the state of the state	anded out of the house. She assisted ower and saw his/her bruises. RTW Q d her RTW A did that. RTW A hat she would make sure he/she was lled Client #1 repeated RTW A's name in. evealed the following: ent Report, dated 8/22/16, described in the day room another peer hit and his/her eyes were reddened. It Treatment Worker (FRTW) A's Exit connaire, dated 9/22/16, noted, "I was ne supervision in a residential wing of verheard yelling coming from a house. I wasn't able to see or hear oing on, but voices were raised, remained with my charge, but later on I of my coworkers (again, from another thow one of them had been wrestling a resident, and that the resident had jury as a result. They discussed how, and been present, they each had a therefore couldn't have been around curred, and one of them was told to treport explaining how a nonverbal and the injured resident, resulting in the III exactly who was and wasn't that capacity. I neither saw the nor the incident report. What I did seemed to have overheard was ened, it would only be a matter of time ould ask me to falsify an incident he borderline abusive behavior of my			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	(Quality Management that indicates an in 8/22/16 at 9:15 PM the injury noted to the report, no immend the time of the injury at the time of the injury at the time of the injury as was made under the injury at the time of the injury as was pended prior to the facility determined and the injury at the evening prior to day room with a clies supervision. According sounded like wrestly chairs being moved "Stop! Leave me all FRTW A heard Clies Look at my arm!" Indiscussed the incident happen. For another client who could not have been incident happen. For another staff that the other clients. FRTW A incident because here incident here again and the incident. FRTW A incident because here incident here are incident here.	ated, "On 10/13/16 at 5:00 PM QM ent) was informed of new information cident report filed for the client on by (RTW C) was not factual and that the client's eye which was attributed to ression incident, was instead the result ch resulted in an injury." According to ediate protections were implemented icident as no allegation of potential ntil 10/13/16. The facility suspended 6. RTW A and RTW D were 10/13/16 due to another investigation. ned the incident to be substantiated. In 11/17/16 at 2:27 p.m. FRTW A vent forced him to resign. He stated on his resignation, FRTW A sat in the ent who needed one on one ding to FRTW A, he heard what ling in the dining room, and described and Client #3 repeatedly saying, one." When the wrestling stopped ent #3 say, "Why did you do that? FRTW A recalled two or three staff ent in the dining room. FRTW A calcined he had accountability for received one to one supervision, in in the area and did not see the fatty A also believed RTW A told ney were supposed to be with their W A stated the staff concluded a non-m/her, discussed their alibis, and att. FRTW A believed this would did not want to be asked to falsify an confirmed he failed to report the e was afraid someone would come red RTW A asked him A if he was a			

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Number FC 6416		Fine amount reduced by 35% to \$20 On February 6, 2017 pursuant to lo Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	RTW A he had nev A explained to FRT staff or he would go be able to find out there would be retato leave and send opossible. When interviewed oreported RTW C ar stated they nitpicked any snacks. Accordused at the client stated after the client stated after the client by told them they converse on restrictions was getting a pop of "What are you doing RTW D walked in a stated after the client by the course of and another period altercation that result (his/her) chin. (His also had some reduction that result (his/her) peer foughthrough the course of abuse was made incident. During facility intervited a small orange ball ball. At first (Client throw the balls on the course of the course of the course of abuse was made incident.	st shifts with RTW A. FRTW A told fer been in a position to snitch. RTW TW A that he was not to turn in senior set fired. RTW A told him they would who turned the senior staff in and aliation as a result. FRTW A felt it best but the information as soon as an action of the information of the informa			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report	Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	orange one. Then second ball at (Cliet (he/she) throws the marked on (his/her (Client #6) said (R at (Client #6) to tea other 248 individual by the facility. When interviewed or reported listening to Client #6 to throw the staff members when (he/she) is so (He/she) said they also hide them from (Client #8) heard (Other that PM's do mess (RTW A, RTW B, and RTW facility determined) When interviewed or reported he/she with #1. Client #5 state than RTW A and RTW facility determined. When interviewed or reported he/she with #1. Client #5 state than RTW A and R because of Client #4 doorway, watched Client #1 throw thir put Client #1 into a Resident Treatment Program Manager.	ne) decided to throw the first ball the (RTW D) told (him/her) to throw the sent #4). (Client #6) asked (RTW D) if the ball at (Client #4) will (he/she) get of data and (RTW D) explained no TW D) told (him/her) to throw the ball size (him/her) a lesson not to tease the las." The allegation was substantiated on 12/6/16 at 4:28 p.m. Client #4 or music and RTW D told Client #8 and things at him/her. Trevealed Facility Type 1 Incident revealed Facility Type 1 Incident #8 and hings at him/her. The the allegation to take (his/her) call revealed Facility Type 1 Incident revealed			

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Number FC 6416		Fine amount reduced by 35% to \$2 On February 6, 2017 pursuant to lo Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	•
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	RTW D messed wir TPM left. Client #3. Client #3 thought it was funn stop, RTW A and Fon. When interviewed reported RTW C ar stated they nitpicke any snacks. Accor swore at the clients clients got worked could not go on an restrictions. Client picked on Client #1 When interviewed reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 at clients and reported morning s "chaos." Client #7 RTW D told Clyour 80's CD." RT #7, RTW D tried to furniture and RTW hid the CD. Client D said he did not know the came upset, their back. RTW A came things. Staff egged things at staff. He/broke it. RTW A go him/her; described the neck to make C and did something, what. Client #7 sta	nain aggressors towards Client #1. th certain clients once the RTS and is stated RTW D also messed with a asked RTW D to stop, but RTW D y. Client #5 reported when told to RTW B would, but RTW D would go on 11/15/16 at 3:30 p.m. Client #3 and RTW D picked on clients. He/she are and told them they could not have ding to Client #3, RTW C and RTW D is until they got worked up. After the up, RTW C and RTW D told them they outing because they were on #3 reported RTW C and RTW D a lot. On 11/15/16 at 3:40 p.m. Client #7 hift was fine, but evening shift was stated RTW A threatened and swore red RTW A and RTW D teased Client itent #1, "Look, look (Client #8) has W D had the CD. According to Client upset Client #1. Client #1 tipped D ran into Client #1's bedroom and #1 asked where the CD was and RTW now. Client #7 stated Client #1 in RTW D gave Client #1 his/her CD is in laughing and Client #1 broke if it on and on and Client #1 threw she threw the laundry hamper and out physical with Client #1 and hurt as RTW A used a pressure point on Client #1 stop. RTW D observed this but Client #7 could not remember uted staff mostly picked on other eported staff used profanity and told			

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Number FC 6416				Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res		Survey Dates October 31, 2016 to January 1			
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	used the "F word" about sexually inapvaginas. Client #7 investigations. Clie work because he/s upset. 12. When interview recalled an incident RTW Y stated RTW whipped cream. We get cake, RTW Z "acream toward Clier it in his/her mouth. Whipped cream on upset, and yelled a he/she needed to a Client #22 refused dishes away, and we did not get snack the incident to her super report. According to occurred 10/6/16 at 10/12/16 at 2:40 p. 13. Record review rever reported to Glenwork witnessed a GRC so of the head while of Dollar General Store from the ground and determined the allesses.	ate jokes. Client #7 reported RTW A and the "B word," and RTW D talked oppropriate things, such as women's believed he/she reported it to ent #7 did not want them to return to he did not like them getting clients wed on 11/14/16 at 4:40 p.m. RTW Y toccurred at House 470 on p.m. shift. Y Z made a special snack, cake with Y hen Client #22 went to the kitchen to airplaned" a spoon with whipped at #22, acting like he was going to put Instead, RTW Z smeared the Client #22's face. The client became transported to RTW Z. RTW Z told Client #22 apologize before he/she got cake. To apologize to RTW Z, put his/her went to bed. RTW Y stated Client #22 and night. She stated she reported the ervisor about a week later. Paled the facility's Type 1 investigation to the report, the incident allegedly and was reported to the supervisor on m. On 11/14/16 revealed the facility's in report, completed 11/1/16. The in 10/25/16 a community member and Resource Center (GRC) that they staff member strike a client in the back autside the van in the parking lot of the re after the client picked something up in different purchase occurred against callity substantiated physical abuse			

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Number FC 6416		Fine amount reduced by 35% to \$2 On February 6, 2017 pursuant to lo Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res	source Center	Survey Dates October 31, 2016 to January 10, 2017			
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section	against RTW AA.	Nature of Violation	Class	Fine Amount	Correction Date
	When interviewed three GRC staff in RTW AA leave the reported she left th clients and witness head. She believe the ground and put When interviewed Member B reported of the Dollar Gener clients. One of the ground and put it ir tried to get someth reported the staff gand pulled him/her client on the back of When interviewed Member C reported the shirt of a client head. He reported put something in him 14. When interviewed and Nutrition Service previously worked 8/6/16 and 8/7/16 if responsibility of Clithe shift and RTW According to FNS where to knee to Cliwhen he/she tried to few times, but com	on 11/18/16 at 3:50 p.m., Community d he witnessed a staff member grab and hit the client in the back of the the staff hit the client because he/she			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017			
Facility Name Glenwood Reso	ource Center		2017	31, 2016 to J	•
Facility Addres 711 South Vine					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 5	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	DD away while she Worker A recalled I #25 at his/her gait to gait belt and pulled times, RTW DD sat On one of the two ranother client dowrraise her voice and According to FNS V and Client #25 pulle also heard Client #2 Worker A told a nur let Client #25 get up Worker A Client #2 his/her medications CC or RTW DD use #25 and called him her concern when the CC and RTW DD swalking throughout A, Client #25 should attempted to get up FNS Worker A state 25 times a shift. FN until 8/8/16 to reported to the RTS When interviewed a should not restrict to She stated she beli recently had to talk performance.	d Client #25 push RTW CC and RTW walked through the living room. FNS RTW CC and RTW DD pushed Client belt area or grabbed onto Client #25's him/her down to a sitting position. At with her back towards Client #25. hights, FNS Worker A assisted in the hall when she heard RTW DD say, "Don't touch me you perv." Worker A, RTW DD was on the phone and her hair. FNS Worker A stated she 25 grunting and trying to get up. FNS rse, RTW CC and RTW DD would not p, but the nurse instructed FNS 5 needed to sit when he/she received as. FNS Worker A also reported RTW and Snapchat, took pictures of Client when a name. FNS Worker A voiced the overnight staff arrived, but RTW tated Client #25 was having trouble the shift. According to FNS Worker do be walked whenever he/she on, unless he/she received medication. Bed Client #25 should walk the hallway NS Worker A confirmed she waited ret the incident to her supervisor. She and RTW DD would have known if she should on 8/6/16 and 8/7/16. Son 11/2/16 at 3:14 p.m. RTS D staff Client #25 from getting up to walk. Beved FNS Worker A because she had to RTW CC about her work			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$20 On February 6, 2017 pursuant to lo Section 135C.43A		Report	Date ry 13, 2017
Facility Name Glenwood Res		Survey Dates October 31, 2016 to January 10, 2017			
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	Receive care in a nespecting their indiconsideration, respand individuality Ilimited or abridged the State of Iowa of approved under the individual or the inclegal representative. Record review revermanagement policy directed, "No staff, in an abusive or ne Principles included General Personnel provide services to dignity, respect, and volunteer, or contrained provide to protect clips and the protect clips and the protect clips are protected in the facility was not facility developed at IJ. The plan included homes on evenings are plan also inclusions of Mental II.	ealed the facility's incident y, effective 11/2/07. The policy volunteer, or contractor shall behave eglectful manner toward individuals. : "Abuse shall not be tolerated." Practices included: "All persons who individuals shall treat people with d concern for safety. No staff, actor shall behave in an abusive or toward individuals" proximately 9:30 a.m. Immediate determined based on the facility's ents from abuse and mistreatment. tified at approximately 10:00 a.m. The and implemented a plan to remove the ed increased supervision in the s and weekends and retraining of staff. ded oversight follow-up and epartment of Human Services (DHS) Health and Disability Services, to be twice monthly. The IJ was removed			

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Number FC 6416		Fine amount reduced by 35% to \$ On February 6, 2017 pursuant to I Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Re	source Center	Survey Dates October 31, 2016 to January 10, 2017			
Facility Addre				#62570-I, 62572-I, 63292-I, 63881-M, 64234-I, 64240-I, 64252-M, 64253-I, 64279-I, 64397-I,	
City Glenwood, IA	. 51534	HL/CC 64438-C, 64457-I, 64459-I 64557-M, 64559-I, 64578- 64603-M, 64924-I, 64989-		4559-I, 64578-M	, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
W149	The facility must opolicies and proceed to rabuse and proceed to ensure consister adequately protect. The facility's struct monitoring to prevere porting of allegat affected 227 of 227 Resource Center (Construction of the facility's struct monitoring to prevere porting of allegat affected 227 of 227 Resource Center (Construction of the facility's struction of the facility of	vs and record review, the facility failed on timplementation of facility policy to clients from abuse and mistreatment. ure failed to provide adequate ent client abuse and ensure timely ions of client abuse. This potentially of clients residing at Glenwood GRC).			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416				Repor Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Ce	nter	Survey Dates October 31, 2016 to January 10 2017			
Facility Address 711 South Vine St					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 51534	HL/CC 64438-C, 64457-I, 64459-I, 64464-I, 64464-I, 64464-I, 64557-M, 64559-I, 64578-M, 64579-M, 64603-M, 64924-I, 64989-I, 65017-I.		, 64579-M, 64593-C,		
Rule or Code Section	Nature of V	iolation	Class	Fine Amount	Correction Date
process except in provided restriction an individual for protecting individual necessary volunteed violated to sanctions contract. employed violation to their dinvolves made to their dinvolves individual states, expects of physical, and explorestraints dignity and with considignity and the services of	the case of an emergy the following guidance as: "GRC prohibits the dual's rights without due the violation All emploiting and promoting including and promoting their right, with staff assistance or contractor who has the rights of an individual and the rights of an individual are required to report in the supervisor, unthe supervisor, in which the supervisor's supervisor's supervisor's supervisor, included: "Individual and as a citizen or reaccept as may be specion, statue or court order with self-determination of their lives significant psychological, sexual pitation Be free from and respecting their individual and respective and respective and respection and respective a	encumbrance occurs, ency" The procedures or regarding rights he intentional violation of the process, or the failure to oyees shall be responsible dividual rights and support of the ground to have used shall be subject to ismissal or termination of the case the report shall be visor" Inviduals Residing at GRC are their rights as an sident of the United of the United on, making choices about the to them Be free from or verbal abuse, neglect unnecessary drugs and manner maintaining their viduality and to be treated full recognition of their facility's incident			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$20 On February 6, 2017 pursuant to lov Section 135C.43A		Report Date January 13, 2017		
Facility Name Glenwood Resource Center			2017	y Dates er 31, 2016 to January 10,		
Facility Addre					-I, 63292-I, 63881-M, 64234-I, M, 64253-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC 64438-C, 64457-I, 64459-I, 64464 64557-M, 64559-I, 64578-M, 6457 64603-M, 64924-I, 64989-I, 65017			, 64579-M, 64593-C,	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
NA EQ	individual safety an shall report all incidence included staff report. Staff shall immedia including those that volunteer or contrator supervisor on dudirected, "The staff receives a report of DIA (lowa Departm 24 hours of knowle	f have a responsibility to assure and protection from harm and therefore dents immediately." The policy tring requirements, which directed, ately verbally report all incidents, it may be reported to the staff by a ctor, to the staff's direct line supervisor ity." The requirements further that suspects, has knowledge of, or a buse shall report the allegation to be the incident"				
W153	483.420(d)(2) Staff Treatment of Clients The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures.					
64.33(135C)	abuse. 64.33(1) All abuse. Allegations reported and inve	Allegations of dependent adult llegations of dependent adult s of dependent adult abuse shall be stigated pursuant to lowa Code 481—Chapter 52. (I, II, III)				
235E.2(3)a	and programs. 3. a. If a staff mem make a report pur member or emplo person in charge designated agent department within notification. If the dependent adult a	t adult abuse reports in facilities aber or employee is required to suant to this section, the staff yee shall immediately notify the or the person's who shall then notify the a twenty-four hours of such person in charge is the alleged abuser, the staff member ort the abuse to the department				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A				
Facility Name Glenwood Resource Center						
Facility Address 711 South Vine St				572-I, 63292-I, 63881-M, 64234-I, 52-M, 64253-I, 64279-I, 64397-I,		
City Glenwood, IA. 51534		HL/CC	64557-M, 6	3-C, 64457-I, 64459-I, 64464-I, 64465-I, 7-M, 64559-I, 64578-M, 64579-M, 64593-C, 3-M, 64924-I, 64989-I, 65017-I.		
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
52.2(2)a	in facilities or pro a. If a staff member a report pursuant or employee shall charge or the pers then notify the de notification or the Based on interview to immediately reprabuse to the admir with facility policy. mistreatment and a lowa Department of accordance with stacilients (Clients #1, #21, #22, #23, #25 Findings follow: 1. When interview Treatment Worker overtime at House p.m. RTW K recall during snack, the of area turned sexual between RTW H a #17, #18, #19, and RTW J if he would his wife, RTW I. A spoke of how he w with RTW K. As si were told to sit on to couch, and RTW H	suspected dependent adult abuse				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416 Facility Name Glenwood Resource Center		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A				
			2017	r 31, 2016 to January 10,		
Facility Addre 711 South Vin			#62570-I, 62572-I, 63292-I, 63881-M, 6423 64240-I, 64252-M, 64253-I, 64279-I, 64397			
City Glenwood, IA. 51534		HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	the couch and was knife by RTW J. R'head could be hear and sat back down midst of on-going ir anal intercourse an stood from the couch. Client #16 stood RTW K could not so reported she saw C and heard their reatheir heads, rocked activities, an addition RTW I and RTW J "woman's job." RT conversation and e to push the laundry responded to the cl RTW K recalled RT Client #19, "Does C to RTW H's wife, R asked Client #19 the horny." RTW K Client #20 if RTW L intercourse with oth the question. RTW U stood directly bel seen. RTW J, agai engage in oral sex Client #20 continue tell him/her to answ became very upset to pressure him/her U. RTW K reported break with her. RT	hit on the head with a spoon or butter TW K reported the hit to Client #16's rd. Client #16 grabbed his/her head. RTW K recalled this occurred in the happropriate conversation regarding d male genitals. Client #15 again ch, and was hit on the head by RTW d and was also hit on the head, though ee who hit Client #16. RTW K client #15 hit, heard both clients hit, ctions. She reported both clients held and conversation occurred between regarding laundry and it being a W N also participated in this incouraged Client #17 and Client #18 basket towards RTW I. RTW I lients, "If you do it, I'll kick your ass." W H and RTW J then began to ask Grandma make you horny?," referring TW I. RTW H and RTW J repeatedly his, until he/she said "Grandma makes a recalled, at that point, RTW J asked J liked to engage in oral sex or anal her men. Client #20 refused to answer and J stood closer to Client #20 and RTW hind the client, where he could not be an asked Client #20 if RTW U liked to or anal intercourse with other men. The dot or efuse, and RTW J continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to wer. Client #20 shook his/her head no, and began to cry as staff continued to were. Client #20 shook his/her head no, and began to cry as staff continued to were. Client #20 shook his/her head no, and began to cry as staff continued to be an action and the client where the could not be a were the question about RTW has a were the cultimater.				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report	t Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 2017			•
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section	I	Nature of Violation	Class	Fine Amount	Correction Date
	At that point it was put his/her clothing he/she needed to prefuse. RTW U told he/she did not put the again, refused and #20 put the clothing end of lunch, RTW As she entered, she #19 with his leg lay faced and sobbing. Wrong, and he replicated and sobbing. Wrong, and he replicated facility on 11/14/16 Record review reverse Reports indicated facility on 11/14/16 Further interview we the incidents immed RTW K reported she safe. 2. When interviewed stated on 11/10/16 from 2:00 p.m 6:0 she witnessed RTV butter knife while R couch. She stated incident. RTW L st because of fear of wanting to be labely instead forwarded at the stated forwarded at the same stated incident and the same she witnessed RTW butter knife while R couch. She stated incident. RTW L st because of fear of wanting to be labely instead forwarded at the same stated forwarded at the same she was a same she wanting to be labely instead forwarded at the same she wanting to be labely instead forwarded at the same she wanting to be labely instead forwarded at the same she wanting to be labely instead forwarded at the same she wanting to be labely instead forwarded at the same she wanting to be labely instead forwarded at the same she wanting th	ever they wanted without supervisors. time for lunch. Client #20 refused to protector on. RTW U told the client but it on, and Client #20 continued to dictient #20 he/she could not eat if the clothing protector on. Client #20, RTW U said, "You better do it." Client grotector on. Finally, towards the H called RTW K to the living room. e noticed RTW H sitting next to Client ing over the client and Client #19 red-RTW K asked RTW H what was led he told Client #19 that Grandma coming back. RTW K recalled Client ed RTW H's leg, and rocked. The saled the facility's Type 1 Investigation RTW K reported the incidents to the lith RTW K revealed she did not report diately because she was scared. The feared retaliation and did not feel and on 11/21/16 at 5 p.m. RTW L she was pulled to work at House 253 that day, W M hit Client #15 on the head with a lith RTW H held him/her down on the she used her cell phone to record the lated she failed to report the incident retaliation by coworkers and not led a "NARC." RTW L stated she a copy of the video to her friend and who provided the video to the facility			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$2 On February 6, 2017 pursuant to lo Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 10 2017			•
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	showing RTW M st object and saying, clearly showed RT	w, RTW L shared a video clearly triking Client #15 on the head with an "Are we good?" The video also W H holding Client #15 by the neck on the client from getting up while			
	investigation initiate on 11/10/16, RTW the neck, push the the client there for then commented to there." This occurr	review on 12/12/16 revealed a facility in initiated, 11/23/16. The report documented is, RTW L witnessed RTW J grab Client #23 by ush the client's face into the counter, and hold ere for approximately 30 seconds. RTW J ented to the client, "I told you to stay out of a occurred because Client #23 reached into red to get a bag of chips.			
	document by RTW 11/19/16. Accordin document to the Di	Iso referenced a type written L sent to the Superintendent on g to the email, he forwarded the rector of Quality Management (DQM) document RTW L alleged an act of 11/10/16.			
	confirmed RTW L f immediately per po	on 12/13/16 at 11:10 a.m. DQM ailed to report the allegation of abuse blicy. She acknowledged the RTW Lity policy by reporting late.			
	Report, dated 9/26, RTS of an unknown neck, shoulders, an house 248 (Client # noted. (He/she) ha bruises to (his/her)	evealed Type 1 Incident Investigation /16, documented, "Staff notified this in injury to (Client #1) on (his/her) and back. Upon further follow up to #1) was asked to show us the area and multiple scratches, scrapes, and neck, back, and shoulders. When what happened, (he/she) stated, 'The in and shot me.'"			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to On February 6, 2017 pursuant to Section 135C.43A		Repor Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 10 2017			anuary 10,
Facility Address 711 South Vine St					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 515	34	HL/CC	64557-M, (64457-I, 64459-I, 6 64559-I, 64578-M 64924-I, 64989-I,	, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
rep sta bru Cli RT with Du RT cle mo the A the yel left the yel left mo ince RT any Acc pre RT RT har 5.	ported he was appleted he did not know the with his/how B reported he messed anyone with a management of the bathroom and good bathroom and good Client #1 the bathroom be interaction. RT led when asked the went back in a management of the bathroom be interaction. RT led when asked the went back in a management of the bathroom be interaction. RT led when asked the went back in a management of the bathroom be interaction. RTW B interaction and good bathroom be interaction. RTW B in a management of the bathroom become from the come from. Record review record	on 11/7/16 at 12:47 p.m. RTW B opalled by Client #1's bruises. He now how Client #1 received the of notice the bruises when he assisted er shower on 9/22/16 and 9/23/16. It did not know of anyone, nor had he place their hands on Client #1. It interview on 11/21/16 at 1:13 p.m. of 9/23/16 he assisted Client #1 with som. Client #1 yelled and threw the rding to RTW B, RTW A walked into grabbed Client #1 by the arms. RTW other clients were sleeping. RTW B ecause he did not want to be around to the bathroom and Client #1 yell, but Client to mop. RTW B stated after RTW A to the bathroom and Client #1 confirmed he failed to report the try. A threatened new staff, including ated RTW A told him if he said of thing they would get him fired. B, RTW A bragged about getting a and RTW B had a lot on the line. The relieved Client #1's bruising came from the relieved Client #1's bruising came from the relieved Client #1's bruising would be relieved Client #1's bruising would be relieved the following: The Report, dated 8/22/16, Client #3 sat in the day room another the face and his/her eyes were The treatment worker (FRTW) A's Exit to bruising, dated 9/22/16, noted, "I we have a state of the province of the face and his/her eyes were	y 3 4 #1 g om d		

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017				
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 10 2017			nuary 10,	
Facility Addres				2572-I, 63292-I, 63 252-M, 64253-I, 642		
City Glenwood, IA.	51534	HL/CC	64557-M, 64	457-I, 64459-I, 644 1559-I, 64578-M, 64 1924-I, 64989-I, 65	4579-M, 64593-C,	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	my house when I or different part of the exactly what was greemingly upset. It overheard several room) talking about or something with a received a minor in even though they his plausible alibit, and when the injury occurred an incident resident had attack injury. I couldn't tell involved, and in whice incident, the injury, know, if what I seer what happened, it was someone would ast cover up the border coworkers" c. Record review rell Investigation Report on 10/13/16 at 5:00 (Department) was it indicates an incider at 9:15 PM by (RTV injury noted to the opeer to peer aggress of staff actions whice when interviewed or reported one big event the evening prior to room with a client was seen in the composite of the evening prior to room with a client was a seen in the composite of the evening prior to room with a client was a seen in the composite of the evening prior to room with a client was a seen in the composite of the co	ne supervision in a residential wing of verheard yelling coming from a house. I wasn't able to see or hear oing on, but voices were raised, remained with my charge, but later on of my coworkers (again, from another thow one of them had been wrestling a resident, and that the resident had jury as a result. They discussed how, ad been present, they each had a therefore couldn't have been around curred, and one of them was told to the report explaining how a nonverbal ed the injured resident, resulting in the all exactly who was and wasn't that capacity. I neither saw the nor the incident report. What I did med to have overheard was actually would only be a matter of time before at me to falsify an incident report to reline abusive behavior of my Evealed facility Type 1 Incident that the client of new information that the report filed for the client on 8/22/16 of C) was not factual and that the client's eye which was attributed to a desion incident, was instead the result of the resulted in an injury." For 11/17/16 at 2:27 p.m. FRTW A rent forced him to resign. He stated this resignation, RTW A sat in the day who needed one on one supervision. If A, he heard what sounded like				

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 2017		anuary 10,	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	leave me alone." Vheard Client #3 say arm!" FRTW A star incident in the dining explained he had a received one to one in the area and did A also believed RT supposed to be with the staff concluded According to FRTW falsified the incident happen again and concident. FRTW A incident because hafter him. FRTW A incident because hafter him. FRTW A incident because hafter him. FRTW A would be able to FRT staff or FRTW A would be able to fir and there would be best to leave and spossible. 6. Record review real. FRTW A's Exit In 9/22/16, noted, "f histories were disconner-involved staff b. Facility Type 1 In 10/17/16. The repowas reported to QN	Client #3 repeatedly saying, "Stop, When the wrestling stopped FRTW A v, "Why did you do that? Look at my ted two or three staff discussed the agroom. FRTW A believed RTW A accountability for another client who e supervision and could not have been not see the incident happen. FRTW W A told another staff that they were hether other clients. FRTW A stated a non-verbal client hurt him/her. V A, the staff discussed their alibis and at. FRTW A believed this would did not want to be asked to falsify an confirmed he failed to report the e was afraid someone would come a reported RTW A asked him if he was first shifts with RTW A. FRTW A told for been in a position to snitch. RTW TW A that he was not to turn in senior and out who turned the senior staff in the retaliation as a result. FRTW A felt it end out the information as soon as evealed the following: Information Questionnaire, dated Resident's various diagnoses and ussed in front of other residents and indicated, "On 10/17/16 an incident of indicated, "On 10/17/16 an incident of indicating that new information had alleges (Client #2) was present when			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res		Survey Dates October 31, 2016 to January 2017			
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	schizophrenic, how alleged date of the has yet to be confir have been present When interviewed or reported RTW A ga house. RTW A talk room with other per RTW A was not foll and Accountability recalled Client #2 df #2 was asked if he/staff jokingly talked #2 would shut down 7. When interviewer recalled an incident RTW Y stated RTW whipped cream. Wight get cake, RTW Z from toward Clien it in his/her mouth. Whipped cream on upset, and yelled at he/she needed to a Client #22 refused dishes away, and widd not get snack the incident to her super Record review revereport. According the same state of the same should be same to the same should be same should b	stating, "This is (Client #2), (he/she) is a rare those voices, (Client #2)?" The incident was 8/19/16 on PM shift but it med. Other persons were alleged to at the time of the incident." On 11/17/16 at 2:27 p.m. FRTW A ave him a rundown of everyone in the sed about their problems in the living ople around. According to FRTW A, lowing Health Insurance Portability Act of 1996 (HIPAA). FRTW A diagnosed with Schizophrenia. Client /she heard voices. FRTW A stated to Client #2 about voices and Client in and go back to his/her bedroom. The don 11/14/16 at 4:40 p.m. RTW Y is occurred at House 470 on p.m. shift. W Z made a special snack, cake with //hen Client #22 went to the kitchen to airplaned" a spoon with whipped in #22, acting like he was going to put Instead, RTW Z smeared the Client #22's face. The client became it RTW Z. RTW Z told Client #22 apologize before he/she got cake. To apologize to RTW Z, put his/her went to bed. RTW Y stated Client #22 and night. She stated she reported the ervisor about a week later. The alled the facility's Type 1 investigation to the report, the incident allegedly and was reported to the supervisor on m.			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 1 2017			
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	recalled an incidenthe p.m. shift. RTV reinforcer for approflavor packet. As coptions, RTW Z duthe client to pick it packets up, and RT interaction to be insit a week later to a Record review revereport. According to occurred 10/6/16 at 10/12/16 at 2:40 p. 9. Record review concident Investigation report indicated an 8/8/16 at 3:27 p.m. possible abuse/neg (Client #25), by two When interviewed and Nutrition Services (previously worked 8/6/16 and 8/7/16 for responsibility of Client shift and RTW According to FNS where to knee with a when he/she tried to few times, but com reported RTW DD and response in interviewed to the shift and RTW and RTW in the shift and RTW in the shi	ealed the facility's Type 1 investigation to the report, the incident allegedly and was reported to the supervisor on			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416				Report I January	rt Date ary 13, 2017	
Facility Name Glenwood Res	ource Center			Survey Dates October 31, 2016 to January 10, 2017		
Facility Addres				2572-I, 63292-I, 63 252-M, 64253-I, 64		
City Glenwood, IA.	51534	HL/CC	64557-M, 64	457-I, 64459-I, 644 1559-I, 64578-M, 6 1924-I, 64989-I, 65	4579-M, 64593-C,	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	DD away while she Worker A recalled I #25 at his/her gait to gait belt and pulled times, RTW DD sat On one of the two ranother client down raise her voice and According to FNS V and Client #25 pulle also heard Client #2 Worker A told a nur let Client #25 get up Worker A Client #2 his/her medications CC or RTW DD use #25 and called him, her concern when to CC and RTW DD swalking throughout A, Client #25 shoul attempted to get up FNS Worker A state 25 times a shift. FN until 8/8/16 to reported to the RTS 10. Record review of a. Type 1 Incident I	d Client #25 push RTW CC and RTW walked through the living room. FNS RTW CC and RTW DD pushed Client belt area or grabbed onto Client #25's him/her down to a sitting position. At a with her back towards Client #25. hights, FNS Worker A assisted in the hall when she heard RTW DD say, "Don't touch me you perv." Worker A, RTW DD was on the phone and her hair. FNS Worker A stated she as grunting and trying to get up. FNS rse, RTW CC and RTW DD would not pop, but the nurse instructed FNS is needed to sit when he/she received is. FNS Worker A also reported RTW and Snapchat, took pictures of Client where a name. FNS Worker A voiced the overnight staff arrived, but RTW tated Client #25 was having trouble the shift. According to FNS Worker do be walked whenever he/she in unless he/she received medication. The definition of the incident to her supervisor. She and RTW DD would have known if she and RTW DD would have known				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 10, 2017		
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 51534		HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	occurred due to not repositioning by on b. Type 1 Incident I 8/18/16. The report was reported to RT incident included "coccurred due to not repositioning by on C. Type 1 Incident 8/18/16. The report was reported to RT incident included "coccurred due to not repositioning by on When interviewed a reported on 8/6/1 approximately 5:00 Client #28 were not FNS Worker A statt #26, Client #27, an RTW CC sat in the repositioned and proclients. According #27, and Client #28 worker A staff a Worker A believed	on 8/6/16, possible abuse/neglect to providing person cares and the regular RTW of this house." Investigation Report completed to indicated an incident for Client #27 is D on 8/8/16 at 5:18 p.m. The on 8/6/16, possible abuse/neglect to providing person cares and the regular RTW of this house." Investigation Report completed to indicated an incident for Client #28 is D on 8/8/16 at 5:22 p.m. The on 8/6/16, possible abuse/neglect to providing person cares and the regular RTW of this house." In 8/6/16, possible abuse/neglect to providing person cares and the regular RTW of this house." In 10/31/16 at 2:20 p.m. FNS Worker for and 8/7/16 from 2:00 p.m. to p.m., Client #26, Client #27, and to p.m., Client #26, Client #27, and to p.m., Client #28. FNS Worker A recalled same spot while FNS Worker A recalled same spot while FNS Worker A rovided personal care to her group of to FNS Worker A, Client #26, Client as should have been repositioned every for as assisting other clients. FNS the time to reposition a client took 15 anding on the clients needs. On			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416 Facility Name Glenwood Resource Center		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa C Section 135C.43A			t Date ry 13, 2017
			Survey Dates October 31, 2016 to January 10, 2017		
Facility Address 711 South Vine S					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 51	534	HL/CC	64557-M, 6	, ,	64464-I, 64465-I, I, 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation orker A assumed RTW CC repositioned	Class	Fine Amount	Correction Date
th 8 as w A b o 8 w R a V s b o re b V V a C ir V R R mirrir s	the clients and thou in 17/16, FNS Worker and Client #28's act atted RTW CC downeelchairs when in 16/16, at approximity alked into Client #28'. TW CC observed and stated she was vorker A reported shower, RTW CC repositioned Client or 8/6/16, RTW CC observed and stated she was vorker A reported shower, RTW CC repositioned Client or 8/6/16, RTW CC observed and stated she was vorker A failed to repositioned Client or 8/6/16, RTW CC observed and RTW CC and RTS Devorker A she knew at the cord review revenance and RTW CC and RTW	right maybe RTW CC was fast. On an A looked at Client #26, Client #27, countability sheet. FNS Worker A cumented the clients were in their FNS Worker A observed them in bed. A looked at the document, she RTW CC also repositioned the clients person. FNS Worker A reported on lately 5:00 p.m., FNS Worker A stated her, went into Client #26's bedroom going to give Client #26 a bath. FNS after RTW CC gave Client #26 a epositioned Client #27 and Client #28 break. FNS Worker A remembered C gave Client #26 a fast shower and #27 and Client #28 before she left for the incidents of potential client #25, Client #26, Client #27, and ated FNS Worker A reported the on 8/8/16. RTS D informed FNS wetter and she was just as guilty as			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 201			
Facility Name Glenwood Resource Center			Survey Dates October 31, 2016 to January 10, 2017		
Facility Addres				2572-I, 63292-I, 63 252-M, 64253-I, 64	
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.		
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	including those that volunteer or contrar or supervisor on du directed, "The staff receives a report of DIA (lowa Departm 24 hours of knowle) On 11/15/16 at app Jeopardy (IJ) was of failure to protect cling The facility was not facility developed at IJ. The plan include homes on evenings The plan also inclusions by De Division of Mental H				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416				Report Date January 13, 2017	
Facility Name Glenwood Resource Center		Survey Doctober 3 2017	ates 31, 2016 to Jar	nuary 10,	
Facility Address 711 South Vine St		#62570-I, 62 64240-I, 642	2572-I, 63292-I, 638 252-M, 64253-I, 642	381-M, 64234-I, 279-I, 64397-I,	
City Glenwood, IA. 51534	HL/CC	64557-M, 64	457-1, 64459-1, 644 1559-1, 64578-M, 64 1924-1, 64989-1, 650	4579-M, 64593-C,	
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date	

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to Iowa Code section 135C.43A (2015). Page 48 of 75

Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017			
Facility Name Glenwood Res			Survey Dates October 31, 2016 to January 10, 2017		
Facility Addre				2572-I, 63292-I, 6 252-M, 64253-I, 6	
City Glenwood, IA.	51534	HL/CC	64557-M, 6	4457-I, 64459-I, 64 4559-I, 64578-M, 9 4924-I, 64989-I, 6	64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
64.60 W102	conditions of part 483, Subpart October 3, 1986 incorporated as pregulations is averaged as a regulations is averaged as pregulations is averaged as pregulations is averaged as pregulations is averaged as pregulations and 50319. Classification of by the division user fining and Citation facility. This rule is intended as pregulation and Citation facility. This rule is intended as pregulation and Citation facility must and management a	Federal regulations adopted - ricipation. Regulations in 42 CFR to D, and Sections 410 to 480 effective B, are adopted by reference and part of these rules. A copy of these vailable on request from the Health Inn, Department of Inspections and State Office Building, Des Moines, violations is I, II, and III, determined sing the provision in 481-Chapter 56, ons," to enforce a fine to cite a ded to implement lowa Code Section and Requirements are met. The section of th		10,000.00	Upon Receipt

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Repor Janua	t Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	• •
Facility Addre 711 South Vin			1		63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
W104	review, the facility of management and cappropriate implement regarding health are to provide adequate oversight of policies abuse, ensure a saturd prevent retaliant. Cross reference Wareview, the facility of with the Condition of Protections. Based the facility failed to and mistreatment. The reviews, facility states and mistreatment of failed to provide addimplementation of the ensure an environment of the ensure and mistreatment of the ensure and environmentation of the ensure and entire the ensure that the ensure the ensure the ensure the ensure that the ensu	ailed to consistently provide adequate operating direction to ensure pentation of policy and procedure and safety of clients. The facility failed to managerial structure to ensure and procedures to prevent client and procedures to prevent clients, and procedures and record and to maintain minimum compliance of Participation (CoP) Client and on interviews and record reviews, and record and to report allegations of abuse and failed to report allegations of abuse of clients immediately. The facility requate supports to ensure consistent conficies and procedures and oversight comment conducive to protecting clients astreatment and encourage clients to an rights. These findings led to a mediate Jeopardy (IJ). The rering Body and record review, the facility failed and regarding health and safety of a failed to provide adequate and to ensure appropriate implementation dure regarding health and safety of a failed to provide adequate and ent client abuse, ensure a safe aff and clients), and prevent retaliation			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Da January 13		t Date ry 13, 2017	
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
		s. This potentially affected 227 of 227 Glenwood Resource Center (GRC).			
	Findings follow:				
	1. Cross reference W268	: W125, W127, W149, W153, W193,			
	See W153 for additional information. a. When interviewed on 11/15/16 at 2:00 p.m. Resident Treatment Worker (RTW) K revealed she did not report incidents immediately because she was scared. RTW K reported she feared retaliation and did not feel safe.				
	stated she did not r where RTW H and clients, or became she was intimidated made comments al She reported there	ed on 11/21/16 at 11:45 a.m. RTW M report any of the multiple incidents RTW I used a butter knife to hit physical with clients. RTW M stated d and scared of RTW H. RTW H cout people who turned people in. was a rule in the house and they ncomfortable and not want to report			
	stated she forwarde Client #15 while R1 and coworker, RTV facility at a later tim	d on 11/21/16 at 5:00 p.m. RTW L ed a copy of a video of RTW M hitting TW H held him/her down to her friend V K, who provided the video to the e. RTW L reported being afraid of rkers. She explained she did not want RC."			
	reported on 9/23/16 the bathroom. Clie bucket. According	od on 11/21/16 at 1:13 p.m. RTW B is he assisted Client #1 with cleaning ont #1 yelled and threw the mop to RTW B, RTW A walked into the bed Client #1 by the arms. RTW A			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416					Report Date January 13, 2017	
Facility Name Glenwood Res			2017	31, 2016 to J		
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	interaction. RTW A often yelled when a RTW A left he wen mopped. RTW B of incident because R RTW B. RTW B st anything or did any According to RTW previous staff fired Record review reven November 2014, V "The Department seriously affect em Threats, intimidation to be tolerated. A each other with conduction be tolerated. A each other with conduction of the partment is comend its goal is to proper proper acts and serious violations of Department will take behaviors that three well-being of employs. Former RTW (F Questionnaire, date one-on-one supervented with my conduction of the proper when I overheard years on the proper when I overheard years on the proper when I overheard years on the proper when I overheard years of my cower and the proper when I overheard years of my cower and the proper when I overheard years of my cower and the proper when I overheard years of the proper years of the proper years of the proper years of the years o	use he did not want to be around the A heard Client #1 yell, but Client #1 asked to mop. RTW B stated after to back into the bathroom and Client #1 confirmed he failed to report the tronfirmed he failed to report the said thing, they would get him fired. B, RTW A bragged about getting a and RTW B had a lot on the line. Bealed Employee Handbook dated iolence-Free Workplace, indicated, a recognizes that violence at work can ployee work performance and morale. In harassment, or acts of violence will lemployees are expected to treat urtesy, dignity, and respect. The mitted to a violence-free workplace. The mitted to a violence-free workplace. The mitted to a violence to constitute of Department and State policy. The recognizes measures to address atten or endanger the health, safety, or by es, clients or visitors" RTW) A's Exit Information and 9/22/16, noted, "I was providing ision in a residential wing of my house welling coming from a different part of the table to see or hear exactly what was a were raised, seemingly upset. I charge, but later on I overheard brikers (again, from another room) one of them had been wrestling or esident, and that the resident had				

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Number FC 6416 Facility Name Glenwood Resource Center		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A			Report Date January 13, 2017	
			2017	31, 2016 to J		
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
	even though they help plausible alibi, and when the injury occurrence write up an incident resident had attack injury. I couldn't tele involved, and in who was and wasn't invest the incident, the least of the leas	dditional information.				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A Report Data		t Date ry 13, 2017	
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	contractor shall ber manner toward indicontractor shall viol to child abuse, abus sexual abuse." b. General Standa included, "Employer guests, visitors, and respect Employer neglect or exploit everbally, physically physical contact is contact will be perfeasing, forcing or visitors in conserved at the employer" 5. See W268 for an employer requesting, forcing or visitors in conserved at the employee" 5. See W268 for an employee"	arn for safety. No staff, volunteer, or have in an abusive or neglectful ividuals. No staff, volunteer, or late the Iowa Code provisions related se or neglect of dependent adults or a Department clients with dignity and less shall treat other employees, designed Department clients with dignity and less shall not mistreat, abuse, coerce, imployees, visitors or clients, whether is a part of an employee's duties, each formed in a professional manner yee's position or authority by or engaging clients, other employees insual or nonconsensual sexual yerelated activities including sexually is is considered serious misconduct disciplinary action up to and including ployment and/or legal action against additional information. Dealed the following: Dook, dated November 2014, included of Conduct and Work Rules, which wees shall avoid boisterous or ssions and behavior Employees are in appropriate control of themselves, action. The use of abusive, profane, ensive, or threatening language or odily harm or mental anguish will not loyees shall not engage in illegal or including, but not limited to,			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	indecent conduct, of misconduct or behaduty, which may had Department's reput b. Employee Hand Code of Conduct, we expected to conduct and maintains respected to conduct and maintain high stand personal and official and unethical or illed duty that affects or Department. Emplor illegal activity, resupervisor, Appoint Director" c. Incident manage "All persons who produnteers, or contrained in the dignity, respectively management policy following personne encouraged and earights they share we the right to be a dignity of the standard and control of the standard and earights to be a dignity which is the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the right to be a dignity of the standard and the standa	ning, throwing objects, immoral or or participate in any activity, avior in the workplace and/or while on the action and/or community standing" Blook, dated November 2014, included which directed: "Employees are cot themselves in a manner that creates ect for the DHS, their co-workers and red. Employees are expected to dards of behavior in both their all activities. The Department prohibits regal conduct by an employee on or off thas the potential to affect the oyees have a duty to report unethical elating to state employment, to their ting Authority or Department Tement policy, dated 11/2/07, directed, provide services to individuals as staff, ractors with GRC shall treat people at, and concern for safety. No staff, actor shall behave in an abusive or toward individuals" Indiditional information. The dealed the facility's incident to the provide of the legal and civil in t			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416 Facility Name Glenwood Resource Center		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A Report Data			
			Survey D October 2017	Dates 31, 2016 to J	anuary 10,
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA	. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	the Rights to Exe as a citizen or resid dignified existence choices about asped Be free from physic abuse, neglect and unnecessary drugs manner maintaining individuality and to and full recognition. The policy further control be limited or ablaws of the State of program approved of the individual or or legal representation. Record review reversights of all United dignified, self-direct environment Individual provided the follow "GRC prohibits the individual's rights we report such violation for protecting and prindividuals in exercise."	adividuals Residing at GRC Possess arcise their rights as an individual and dent of the United States Have a with self-determination, making acts of their lives significant to them cal, psychological, sexual or verbal a exploitation Be free from and restraints Receive care in a getheir dignity and respecting their be treated with consideration, respect of their dignity and individuality" directed: "An individual's rights shall oridged without due process under the flowa or a restrictive intervention under this policy with written consent the individual's parent, legal guardian tive" The aled the human rights policy and 1/25/08, documented: "Individuals shall have the same legal and civil States citizens, including the right to a ted existence in a safe and humane viduals shall be acknowledged as sion of these rights" The procedures ing guidance for rights restrictions: he intentional violation of an vithout due process, or the failure to in All employees shall be responsible promoting individual rights and support sising their rights independently and, if aff assistance Any employee,			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A			Report Date January 13, 2017	
Facility Name Glenwood Res			2017	31, 2016 to J	•	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, 64579-M, 64593-C, 65017-I.	
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date	
W268	sanctions up to and contract" The pri guidance regarding All employees with violation are required to their direct line involves the superviolet of the superviole	of an individual shall be subject to dincluding dismissal or termination of rocedures also provided the following giviolation reporting and response: " essing or having knowledge of a rights ed to report the rights violation orally upervisor, unless the allegation visor, in which case the report shall be visor's supervisor Retaliation shall faith reporting" Induct Toward Client diprocedures must promote the ment and independence of the client. It is and record review, the facility staff insistent implementation of policy and ge appropriate staff and client acility failed to provide an environment development, and independence. 28 sample clients (Clients #1, #2, #3, #15, #16, #17, #18, #19, #20, #22, and potentially affected 227 of 227 Glenwood Resource Center (GRC). Bed on 11/15/16 at 2:00 p.m. Resident (RTW) K recalled she worked 253 on 11/6/16 from 10:00 a.m 2:00 ed as she sat with her assigned client onversation among the staff in the in nature. The conversation occurred and RTW J in front of Clients #15, #16, #20. RTW K recalled RTW H asked				

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13,			
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	spoke of how he with RTW K. As srivere told to sit on to couch, and RTW H knife. Client #15 sain his/her eyes, helposition and began the couch and was knife by RTW J. Rould be heard. Client #16 stood ar RTW K could not sreported she saw Cand heard their reatheir heads, rocked activities, RTW K roccurred between I and how it was a "very participated in this 17 and Client #18 t RTW I. RTW I respected your ass." RTW began to ask Client horny?," referring the RTW J repeatedly a "Grandma makes repoint, RTW J asked in oral sex or anality refused to answer to Client #20 and RTW where he could not	sthis conversation continued, RTW Hould like to engage in anal intercourse nack ended, Client #15 and Client #16 he couch. Client #15 stood from the hit him/her on the head with a butter at back down on the couch with tears d his/her head, curled up in the fetal rocking. Client #16 then stood from hit on the head with a spoon or butter TW K reported the hit to the head ient #16 grabbed his/her head and sat K recalled this occurred amongst the iate conversation regarding analule genitals. Client #15 again stood d was hit on the head by RTW H. In the was also hit on the head, though ee who hit Client #16. RTW K client #15 hit, heard both clients hit, ctions. She reported both clients held I, and cowered. In the midst of these eported an additional conversation RTW I and RTW J regarding laundry woman's job." RTW N also conversation and encouraged Client # to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards to push the laundry basket towards conversation and encouraged Client # to push the laundry basket towards to push the laundry basket towards conversation. RTW I and RTW J then the transport of RTW I and RTW J then the laundry basket towards to push the laundry			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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FC 6416 O		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 2017			
Facility Name Glenwood Res	ource Center		Survey D October 3 2017	ates 31, 2016 to Ja	nuary 10,
Facility Addres				2572-I, 63292-I, 63 252-M, 64253-I, 64	
City Glenwood, IA.	51534	HL/CC	64557-M, 64	1457-I, 64459-I, 64 1559-I, 64578-M, 6 1924-I, 64989-I, 65	4579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	refuse, and RTW J Client #20 shook hi and began to cry as to answer the ques RTW I then asked I K and RTW I went RTW I liked her job liked the weekends wanted without sup lunch. Client #20 ron. RTW U told the and the client contil #20 he/she could n protector on. Clien said, "You better do protector on. Finall called RTW K to the noticed RTW H sittil laying over the clien sobbing. RTW K areplied he told Clien never coming back hugged RTW H's left Further interview w these incidents imm RTW K reported sh safe. 2. When interviewed stated on 11/10/16 from 2:00 p.m 6:0 she witnessed RTV butter knife while R	ner men. Client #20 continued to continued to tell him/her to answer. s/her head no, became very upset, s staff continued to pressure him/her tion about RTW U. RTW K reported her to go take a break with her. RTW outside to break and RTW K asked if and they because they could do whatever they because they do not refuse. RTW U told Client of eat if he/she did not put the clothing the two they are to client #20 put the clothing they towards the end of lunch, RTW He living room. As she entered, she ing next to Client #19 with his leg int and Client #19 red-faced and sked RTW H what was wrong, and he int #19 that Grandma (RTW I) was. RTW K recalled Client #19 sobbed, and rocked. With RTW K revealed she did not report hediately because she was scared. The feared retaliation and did not feel and on 11/21/16 at 5 p.m. RTW L she was pulled to work at House 253 that day, with Mit Client #15 on the head with a TW H held him/her down on the she used her cell phone to record the			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Da January 1		t Date ry 13, 2017	
Facility Name Glenwood Res			Survey I October 2017	Dates 31, 2016 to J	anuary 10,
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	shared a video clear #15 on the head wigood?" The video Client #15 by the n from getting up. When interviewed confirmed she and video. She confirmed she and video. She confirmed she and video. She confirmed she and stated, "A seen others use the including RTW I with white she incidents when RTM incidents or got phashe was intimidated stated RTW H had turn people in. She and they made stated report anything. When interviewed to Director of Quality at the facility should and at no point she abuse, physically a about inappropriate further stated RTW employment for sull mental abuse. She the clients free from 3. When interviewed stated she observer refusing to stop when the clients to the stated she observer refusing to stop when the clients free from the stated she observer refusing to stop when the clients free from the stated she observer refusing to stop when the clients free from the stated she observer refusing to stop when the stated she observer refusing the	interview with RTW L revealed she arly showing RTW M striking Client and solve also clearly showed RTW H holding eck on the couch to prevent the client on 11/21/16 at 11:45 a.m. RTW M RTW H were the two staff in the ned she hit Client #15 with a butter are we good?" She stated she had butter knife in this same manner, no used this technique on Client #15 referred to it as the "Reset Button." did not report any of the multiple W H and RTW I used a butter knife to ysical with the clients. RTW M stated d and scared of RTW H. RTW M made comments about people who stated there was a rule in the house of feel uncomfortable and not want to an 11/21/16 at 10:00 a.m., The Management (DQM) stated all clients d be treated with dignity and respect ould staff ever use threats physical abuse, intimidate, or swear and talk as sexual acts around the clients. She of H, I, J and L were all suspended from distantiated psychological, verbal and confirmed the facility failed to keep in physical and psychological abuse and on 11/21/16 at 5:00 p.m. RTW L and Client #15 rocking in a recliner, en redirected. RTW H walked across Client #15 by his/her legs, and pulled			

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Number FC 6416	Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report Date January 13, 20			
Facility Name Glenwood Resource Center		Survey Dates October 31, 2016 to January 2017		
Facility Address 711 South Vine St				63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
#15 he/she would stop. RTW H left client for whom h few minutes later recliner again. R behind Client #15 with his fist three 4. When intervie stated on 11/6/16 and hit Client #15 253. RTW N furth butter knife she v stated he had a k Client #15 in the 5. When intervie stated he/she wit Client #15. He/s Client #15 down. "Are we Done?" multiple times. 6. When intervie stated he/she wit RTW M all use a further stated, "I asked again who stated Client #15 witnessed a staff he/she stated "Ye Client #15. Wher knife or forcefully Client #15. Wher knife or forcefully Client #18 stated 7. Record review	wed on 11/28/16 at 11 a.m. RTW N he witnessed RTW I use a butter knife and Client #16 while working at House her stated when she hit the clients with a yould say, "Knock it off!" RTW N then had day a few months back and slapped back of the head. Wed on 11/22/16 at 3:15 p.m. Client #17 hessed RTW I use a butter knife to hit he stated she used the knife to calm Client #17 stated RTW I would say, Client #17 stated he/she witnessed this Wed on 11/21/16 at 7:00 p.m. Client #18 hessed RTW H, RTW I, RTW J and butter knife to hit Client #15. He/she wish they would not do that." When they hit with a butter knife Client #18 he when asked if he/she had ever put anyone's head on the counter hes," and explained RTW J did this to he asked if anyone else ever used a butter he put anyone's head on the counter			

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Number FC 6416				ort Date Jary 13, 2017	
Facility Name Glenwood Res		Survey Dates October 31, 2016 to January 2017			anuary 10,
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	face into the counter counter for approxi "Don't do that again chips from the cuph holding them. When interviewed a stated RTW's J void 8. Record review reconstited this RTS of (his/her) neck, shound to house 248 (Carea noted. (He/shand bruises to (his/When asking (Clier 'The PM's held me) When interviewed a reported he/she did He stated the cops RTW A. Client #1 bathroom (caused happened. When interviewed a reported he was apstated he did not known in the provided he wa	ack of the neck and pushed his/her er. RTW J held the client's face to the mately 30 seconds and commented, n." Client # 23 had taken a bag of coard and stood by the counter on 12/13/16 at 2:15 p.m. RTW L ce tone "would have made me mad." evealed Type 1 Incident Investigation /16. The report indicated, "Staff an unknown injury to (Client #1) on ulders, and back. Upon further follow client #1) was asked to show us the net had multiple scratches, scrapes, (her) neck, back, and shoulders. In the fact that had not know how the bruises happened. Were called and the cop said to talk to then recalled RTW A did it in the the bruises), but could not recall what the bruises), but could not recall what the properties of the propert			
		nterview on 11/21/16 at 1:13 p.m. RTW /16 he assisted Client #1 with cleaning			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res	source Center		2017	31, 2016 to J	-
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	bucket. According bathroom and grab told Client #1 the or the bathroom becar interaction. RTW A often yelled when a RTW A left he went mopped. RTW B cincident because R RTW B. RTW B stranything or did any According to RTW previous staff fired RTW B stated he b RTW A and did not have come from. When interviewed or reported she worked House 248. RTW A like he ran the place RTW A was removed. Client #1 in the shot stated Client #1 in the shot stated Client #1 told RTW A assured Client #1 in the shot stated	ant #1 yelled and threw the mop to RTW B, RTW A walked into the abed Client #1 by the arms. RTW A ther clients were sleeping. RTW B left use he did not want to be around the A heard Client #1 yell, but Client #1 asked to mop. RTW B stated after t back into the bathroom and Client #1 confirmed he failed to report the tTW A threatened new staff including ated RTW A told him if he said withing they would get him fired. B, RTW A bragged about getting a and RTW B has a lot on the line. Believed Client #1's bruising came from know where else the bruising would on 11/15/16 at 2:34 p.m. RTW Q and with RTW A on one occasion at A came across as the boss and acted be. RTW Q worked at House 248 after ed from the house. She assisted over and saw his/her bruises. RTW Q d her RTW A caused the bruises. Bent #1 that she would make sure RTW Q recalled Client #1 repeated over and over again. Bevealed the following: Bent Report, dated 8/22/16, Client #3 sat in the day room another the face and his/her eyes were Treatment Worker (FRTW) A's Exit branaire, dated 9/22/16, noted, "I was			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A Report Date January 13, 20			
Facility Name Glenwood Res	source Center	Survey Dates October 31, 2016 to January 2017			
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section	I	Nature of Violation	Class	Fine Amount	Correction Date
	different part of the exactly what was g seemingly upset. I I overheard severa room) talking about or something with a received a minor in even though they h plausible alibi, and when the injury occ write up an incident resident had attack injury. I couldn't telinvolved, and in what I seemed to h happened, it would someone would as cover up the borde coworkers" c. Record review re Investigation Report indicated, "On 10/1 was informed of ne incident report filed by (RTW C) was not the client's eye whi aggression incident actions which result report, no immediat the time of the incidabuse was made u RTW C on 10/13/16 suspended prior to	house. I wasn't able to see or hear oing on, but voices were raised, remained with my charge, but later on I of my coworkers (again, from another thow one of them had been wrestling a resident, and that the resident had jury as a result. They discussed how, had been present, they each had a therefore couldn't have been around curred, and one of them was told to the report explaining how a nonverbal fed the injured resident, resulting in the II exactly who was and wasn't had capacity. I neither saw the incident, and only be a matter of time before the waster of time before the waster of the before the total facility Type 1 Incident report to reline abusive behavior of my Evealed facility Type 1 Incident and that indicates an for the client on 8/22/16 at 9:15 PM of factual and that the injury noted to the chemical and that the injury noted to the chemical and the result of staff the protections were implemented at dent as no allegation of potential intil 10/13/16. The facility suspended the incident to be substantiated.			

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FC 6416 On		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res			Survey D October 2017	Dates 31, 2016 to J	anuary 10,
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	. 51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	reported one big even the evening prior to room with a client of According to FRTV wrestling in the din being moved and C Leave me alone." heard Client #3 say arm!" FRTW A staincident in the dining explained he had a received one to one the area and did not also believed RTW supposed to be with the staff concluded According to FRTV falsified the incident happen again and incident. FRTW A incident because hafter him. FRTW A was a snitch during told RTW A he had RTW A explained the senior staff or FRT they would be able in and there would it best to leave and possible. When interviewed or stated they nitpicked any snacks. According prior to the staff or the staff or the senior s	con 11/17/16 at 2:27 p.m. FRTW A vent forced him to resign. He stated on his resignation, RTW A sat in the day who needed one on one supervision. V A, he heard what sounded like ing room. FRTW A described chairs client #3 repeatedly saying, "Stop! When the wrestling stopped FRTW A V, "Why did you do that? Look at my ted two or three staff discussed the agroom. FRTW A believed RTW A accountability for another client who e supervision, could not have been in the see the incident happen. FRTW A A told another staff that they were he their other clients. FRTW A stated a non-verbal client hurt him/her. V A, the staff discussed their alibis and wit. FRTW A believed this would did not want to be asked to falsify an confirmed he failed to report the e was afraid someone would come a reported RTW A asked FRTW A if he is first shifts with RTW A. FRTW A lever been in a position to snitch. The of FRTW A that he was not to turn in what would get fired. RTW A stated to find out who turned the senior staff be retaliation as a result. FRTW A felt send out the information as soon as and RTW D picked on clients. He/she and RTW D picked on clients. He/she and told them they could not have ding to Client #3, RTW C and RTW D is until they get worked up. Client #3			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Resou	urce Center		Survey D October 2017	oates 31, 2016 to J	anuary 10,
Facility Address 711 South Vine S					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA. 51	1534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
Ftthss 11 11 2 11 11 2 11 11 11 11 11 11 11 11	RTW D told them the they were on restrict they she was getting said "What are you stated RTW D walk 10. Record review Investigation Report another peer were resulted in (Client #6 (His/her) ears were redness on his chest ought until they we course of another in against RTW D. During facility intervited reported "he/s small orange ball at throw the balls on (RTW D) told (him/laction) (RTW D) if (he/she) get marked throw the second be (RTW D) if (he/she) get marked explained no (Client to throw the ball at those to tease the other was substantiated by the was substantiated by the collection of	on 12/6/16 at 4:28 p.m. Client #4 o music and RTW D told Client #8 and			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report I		ort Date ary 13, 2017	
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addres					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	staff members teas (he/she) is screami (He/she) said they also hide them from (Client #8) heard (Othat PM's do mess (RTW A, RTW B, a (RTW A and RTW facility determined When interviewed reported he/she wit #1. Client #5 state issues more than Fone day because on he/she stood in his provoke Client #1 a According to Client restraint. Client #4 not there. Client #4 not there. Client #4 around, but they we Client #1. RTW D RTS and TPM left. with Client #3. Client #4 with Client #4 with Client #5 with Client #5 with Client #6 with Client #7 wi	test (Client #1). (He/she) said that when any and yelling they don't stop. threaten to take (his/her) CD's and in (him/her) when (he/she) is upset. Client #5) telling me and (he/she) said with (him/her). (Client #5) said it's and RTW D). (Client #8) said that it's D). (RTW D) not (RTW B)." The the allegation to be substantiated. In 11/15/15 at 4:15 p.m. Client #5 the said with Client downward and watched RTW D provoked Client #1 to have RTW A and RTW B. Client #5 woke up of Client #1 yelling. Client #5 stated watched RTW D and saw Client #1 throwing things. #5, RTW D put Client #1 into a stated the RTS and the TPM were of reported RTW A and RTW B joked where not the main aggressors towards messed with certain clients once the Client #4 stated RTW D also messed with 3 asked RTW D to stop, but RTW and RTW B did that the get someone to become angry. A and RTW B to stop they stop, but don. In 11/15/16 at 3:30 p.m. Client #3 and RTW D picked on clients. He/she and told them they could not have ding to Client #3, RTW C and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up. Client #3 and RTW D is until they got worked up.			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	t Date ry 13, 2017
Facility Name Glenwood Res			2017	31, 2016 to J	-
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6	4457-I, 64459-I, 6 64559-I, 64578-M 64924-I, 64989-I,	, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	When interviewed or reported morning s chaotic. Client #7 s at clients. Client #1 teased Client #1. F (Client #8) has you According to Client angry. Client #1 tip #1's bedroom and I CD was and RTW I stated Client #1 thr his/her CD back. F became angry and on. Client #1 threw laundry hamper and Client #1 and hurt I pressure point on tI D observed this and not remember what on other clients. C He stated they told content, RTW A us when Client #7 was sexual inappropriat Client #7 believed I Client #7 did not was he/she did not like 12. Record review a. FRTW A's Exit Ir 9/22/16, noted, "	on 11/15/16 at 3:40 p.m. Client #7 hifts were fine, but evening shifts were stated RTW A threatened and cussed 7 also stated RTW A and RTW D RTW D told Client #1, "Look, look r 80's CD." RTW D had the CD. #7, RTW D tried to make Client #1 oped furniture. RTW D ran into Client hid the CD. Client #1 asked where the D said he did not know. Client #7 ew a fit then RTW D gave Client #1 RTW A came in laughing and Client #1 broke things. Staff egged it on and of things at staff. He/she threw the d broke it. RTW A got physical with him/her; described as staff used a he neck to make Client #1 stop. RTW d did something but Client #7 could t. Client #7 stated they mostly picked lient #7 reported they used profanity. inappropriate jokes with sexual ed the "F word" and the "B word" is around, and RTW D talked about the things, such as women's vaginas. he/she reported it to investigations. and them to return to work because them getting clients upset. revealed the following: Information Questionnaire, dated Resident's various diagnoses and ussed in front of other residents and			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report Janua	Date ry 13, 2017
Facility Name Glenwood Res			2017	31, 2016 to J	•
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	10/17/16. The repowas reported to QN been received that (RTW A) made removed that (RTW A) made removed the diagnosis, such is schizophrenic, how alleged date of the has yet to be confirmed have been present. When interviewed or reported RTW A gas house. RTW A talk room with other perthe following: 13. When interviewed the following: 13. When interviewed the following: 14. When interviewed the following: 15. When interviewed the following: 16. When interviewed the following: 17. When interviewed the following: 18. When interviewed the following: 19. Wh	acident Investigation Report, dated ort indicated, "On 10/17/16 an incident of indicating that new information had alleges (Client #2) was present when harks in front of the client related to the stating, "This is (Client #2), (he/she) is or are those voices, (Client #2)?" The incident was 8/19/16 on PM shift but it it imed. Other persons were alleged to at the time of the incident." On 11/17/16 at 2:27 p.m. FRTW A lave him a rundown of everyone in the ked about their problems in the living ople around. Record review revealed over the incident #22 went to the problems in the living ople around. Record review revealed over the incident #22 went to the problems in the living ople around. Record review revealed on Client #22, acting like he was solved in the incident #22 went to the problems in the living ople around. Instead, RTW Z smeared on Client #22, acting like he was solved at RTW Z. RTW Z told Client in the problems in the living on Client #22 went to bed. RTW Z, put his/her went to bed. RTW Y stated Client #22 went to be were reported to the supervisor on m.			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A Report D January		rt Date ary 13, 2017	
Facility Name Glenwood Res			Survey D October 2017	ates 31, 2016 to J	anuary 10,
Facility Addre 711 South Vin					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	report described or reported to Glenwo witnessed a GRC s back of the head w of the Dollar Gener something up from The client was iden substantiated phys. When interviewed of Member A reported three GRC staff in the RTW AA leave the reported she left the clients and witness head. She believed the ground and put the ground and put when interviewed of the Dollar Gener One of the clients pand put it in his/her get something out of staff grabbed the clim/her toward her back of the head. When interviewed of Member C reported the shirt of a client head. He reported put something in him 15. When interviewed and Nutrition Service with the service serv	n report, completed 11/1/16. The 10/25/16 a community member and Resource Center (GRC) that they staff member strike a GRC client in the hile outside the van in the parking lot all Store after the client picked the ground and put it in his/her mouth. It if it is as Client #24. The facility it is all abuse against the staff. In 11/18/16 at 8:37 a.m., Community is she observed five GRC clients and the Dollar General Store. She saw store with most of the clients. She is estore right after RTW AA and the ed RTW AA hit the back of a client's dother client picked something up from it in his/her mouth prior. In 11/18/16 at 3:40 p.m., Community is she witnessed a GRC staff come out all Store with approximately 4 clients. Sicked something up off of the ground mouth. One of the staff then tried to be fine the client's mouth. She reported the lient by the shirt hard, and pulled and the client shirt hard, and pulled as Staff then smacked the client on the staff hit the client because he/she sher mouth. In 11/18/16 at 3:50 p.m., Community is the witnessed a staff member grab and hit the client in the back of the the staff hit the client because he/she sher mouth. In 11/18/16 at 12:58 p.m. Food the staff hit the client because he/she sher mouth. In 11/18/16 at 12:58 p.m. Food the staff hit the client because he/she sher mouth.			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to lowa Code Section 135C.43A		rt Date ary 13, 2017	
Facility Name Glenwood Res			2017	31, 2016 to J	
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64557-M, 6		64464-I, 64465-I, , 64579-M, 64593-C, 65017-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	of the shift and RTN According to FNS Namee to knee to Cliewhen he/she tried to few times, but compreported RTW DD and office chair, and result worker A witnessed DD away while she Worker A recalled I #25 at his/her gait belt and pulled times, RTW DD sat On one of the two ranother client down raise her voice and According to FNS Nand Client #25 pulled also heard Client #25 and called voiced her concern RTW CC and RTW trouble walking through worker A, Client #25 times a shift. Firm until 8/8/16 to report believed RTW CC and RTW A client #25 times a shift. Firm until 8/8/16 to report believed RTW CC and RTW CC	Client #25. RTW CC took the first part W DD took the second part of the shift. Worker A, on both days RTW CC sat ent #25 and pushed him/her down to get up. RTW CC walked Client #1 a plained about him/her. FNS Worker A also sat in front of Client #1, on an stricted him/her from getting up. FNS d Client #25 push RTW CC and RTW walked through the living room. FNS RTW CC and RTW DD pushed Client poelt area or grabbed onto Client #25's him/her down to a sitting position. At twith her back towards Client #25. hights, FNS Worker A assisted in the hall when she heard RTW DD asay, "Don't touch me you perv." Worker A, RTW DD was on the phone end her hair. FNS Worker A stated she 25 grunting and trying to get up. FNS arse, RTW CC and RTW DD would not p, but the nurse instructed FNS in seeded to sit when he/she received in the him/her a name. FNS Worker A when the overnight staff arrived, but with the position of the position of the shift. According to FNS and the shift. According to FNS in the shift in the incident to her supervisor. She and RTW DD would have known if she in the incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident to her supervisor. She and RTW DD would have known if she incident in the incident in her incident in the incident in the incident in the incident in the incident in t			

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Number FC 6416		Fine amount reduced by 35% to \$26,000 On February 6, 2017 pursuant to Iowa Code Section 135C.43A		Repor Janua	t Date ry 13, 2017
Facility Name Glenwood Resource Center			2017	31, 2016 to J	-
Facility Addre					63881-M, 64234-I, 64279-I, 64397-I,
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465 64557-M, 64559-I, 64578-M, 64579-M, 645 64603-M, 64924-I, 64989-I, 65017-I.		, 64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	Record review on 1	1/3/16 revealed the following:			
		vidual Support Plan, dated 1/12/16, 5 must "be able to walk around the (he/she) wants."			
	#25)will ambulate f minutes on the PM program included, walk will help to ma promoting musculo gastrointestinal, an considered overwe encouragement to This skill will promote for maintenance of independence with into the community	or 25 minutes on the AM shift and 25 shift" Justification for Client #25's "Maintaining (Client #25's) ability to aintain (his/her) independence while skeletal, cardiovascular, d pulmonary health. (Client #25) is ight and oftentimes needs much be active and maintain positive health. ote a healthy, active lifestyle allowing functional mobility skills and ADLs leading to improved transition."			
	confirmed staff faile stated staff should to walk. She stated she had recently had performance.	ed to follow Client #25's plan. RTS not restrict Client #25 from getting up d she believed FNS Worker A because ad to talk to RTW CC about her work			
	November 2014, G Work Rules, directed boisterous or inappe employees are exp of themselves, eve abusive, profane, a threatening language mental anguish will	ealed Employee Handbook dated eneral Standards of Conduct and ed, " employees shall avoid propriate discussions and behavior ected to maintain appropriate control in under provocation. The use of argumentative, offensive, or ge or attempts to inflict bodily harm or not be tolerated Employees shall all or disorderly conduct including, but			

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to low		Report	Date v 13, 2017
		Section 135C.43A	va oouc	Varidary	13, 2011
Facility Name Glenwood Res	ource Center		Survey Dates October 31, 2016 to January 10, 2017		nuary 10,
Facility Addres 711 South Vine			#62570-I, 62572-I, 63292-I, 63881-M, 64234-I, 64240-I, 64252-M, 64253-I, 64279-I, 64397-I,		
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-64603-M, 64924-I, 64989-I, 65017-I.		64579-M, 64593-C,
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date
	immoral or indecen activity, misconduct while on duty, which Department's reput Employees shall not statements concerrictients, and supervidocuments, or internautomated systems misleading informating the Department I employees, guests, dignity and respect abuse, coerce, negicients, whether verifinancially. When pemployee's duties, professional manner or authority by requiother employees or nonconsensual sex activities including a considered serious disciplinary action of employment and/or The handbook furth confidentiality: " Econfidentiality of profession's medical	thousing, pushing, throwing objects, the conduct, or participate in any the conduct, or participate in any the or behavior in the workplace and/or the may have a negative effect on the ation and/or community standing of make false, misleading or malicious hing themselves, other employees, sors, or falsify forms or work intionally enter false information into so, or intentionally give false or the tion, or omit information significant to employees shall treat other invisitors, and Department clients with the employees shall not mistreat, alect or exploit employees, visitors or obally, physically, sexually or obysical contact is a part of an each contact will be performed in a term. Abuse of an employee's position the esting, forcing or engaging clients, a visitors in consensual or the treatment of the properties of the following under the employees shall not violate of the following under the employees shall not violate of the following under the following under the following the employees shall not violate of the following the following the employees of the following the fol			

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to lowa Code section 135C.43A (2015).

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Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to low Section 135C.43A			eport D nuary	ate 13, 2017
Facility Name Glenwood Res	ource Center		Survey Dates October 31, 2016 to January 10, 2017		uary 10,	
Facility Addres 711 South Vine			#62570-I, 62572-I, 63292-I, 63881-M, 64234-I, 64240-I, 64252-M, 64253-I, 64279-I, 64397-I,		79-I, 64397-I,	
City Glenwood, IA.	51534	HL/CC	64438-C, 64457-I, 64459-I, 64464-I, 64465-I, 64557-M, 64559-I, 64578-M, 64579-M, 64593-C 64603-M, 64924-I, 64989-I, 65017-I.		579-M, 64593-C,	
Rule or Code Section		Nature of Violation	Class	Fine Amoun	nt	Correction Date

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by thirty–five percent (35%) pursuant to Iowa Code section 135C.43A (2015). Page 74 of 75 Administrator Date

Number FC 6416		Fine amount reduced by 35% to \$26 On February 6, 2017 pursuant to lov Section 135C.43A		Report D January	
Facility Name Glenwood Res	ource Center	Coulon 1000.40A	Survey D October 3 2017	ates 31, 2016 to Jar	nuary 10,
Facility Addres			#62570-I, 62	2572-I, 63292-I, 638 252-M, 64253-I, 642	
City Glenwood, IA.		HL/CC	64557-M, 64 64603-M, 64	457-I, 64459-I, 644 I559-I, 64578-M, 64 I924-I, 64989-I, 650	1579-M, 64593-C,)17-I.
Rule or Code Section		Nature of Violation	Class	Fine Amount	Correction Date

If, within thirty (30) days of the receipt of the citation, you: (1) do not request a formal hearing or; (2) withdraw
your request for formal hearing; and (3) pay the penalty, the assessed penalty will be reduced by th	irty-five
percent (35%) pursuant to Iowa Code section 135C.43A (2015).	
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