

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: 8092		Date: September 9, 2020		
Facility Name: Christian Opportunity Center		Survey Dates: July 29, 2020 – August 3, 2020		
Facility Address/City/State/Zip 1554 Broadway St. Pella, IA 50219				
		LK	#91768-I	
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

64.60	481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319. Classification of violations is I, II, and III, determined by the division using the provision in 481-Chapter 56, Fining and Citations," to enforce a fine to cite a facility. This rule is intended to implement Iowa Code Section 135C.2(3).	II	\$500.00	Upon Receipt
64.33(1)	481—64.33(135C) Allegations of dependent adult abuse. 64.33(1) Allegations of dependent adult abuse. Allegations of dependent adult abuse shall be reported and investigated pursuant to Iowa Code chapter 235E and 481-Chapter 52 (I,II,III)			
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.			

Facility Administrator

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 (2013).

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52.2	<p>481—52.2(235E) Persons who must report dependent adult abuse and the reporting procedure for those persons</p> <p>52.2(2) Reporting suspected dependent adult abuse in facilities or programs.</p> <p>a. If a staff member or employee is required to make a report pursuant to this rule, the staff member or employee shall immediately notify the person in charge or the person's designated agent who shall then notify the Department within 24 hours of such notification or the next business day.</p>			
235E.2	<p>Iowa Code section 235E.2(3)(a)</p> <p>3. a. If a staff member or employee is required to make a report pursuant to this section, the staff member or employee shall immediately notify the person in charge or the person's designated agent who shall then notify the department within twenty-four hours of such notification. If the person in charge is the alleged dependent adult abuser, the staff member shall directly report the abuse to the department within twenty-four hours.</p> <p>DESCRIPTION:</p> <p>Based on interviews and record review, the facility failed to ensure staff immediately reported all allegations of abuse/mistreatment of clients. This affected 5 sample clients (Client #1 - Client #5)</p>			

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	<p>and potentially all 15 clients residing at the facility. Finding follows:</p> <p>When interviewed on 7/29/20 at 3:15 p.m. Staff B reported Staff A "doesn't do well" with the clients. She said she once heard Staff A yelling at Client #4 to go to his room. Staff B was on the phone with Staff C when she heard Staff A yelling at Client #4 in the background. Staff B said she heard Staff A yell at clients several times, including Client #1 and Client #4. Staff B stated she heard Staff A say that she didn't do the two hour checks on Client #3 during the overnight shifts because he would get up (and not return to bed). Staff B said she heard Staff A say she didn't change Client #5's briefs because it was difficult to clean and change Client #5. Staff B said these incidents occurred for months. She stated she had not reported these concerns to management staff.</p> <p>When interviewed on 7/29/20 at 2:45 p.m. Staff C stated more clients were soiled or wet in the mornings when Staff A worked on the overnight shift. She said Client #5 was more likely to have wet briefs in the morning when Staff A worked the overnight shift. Staff C said she did not report this concern to management staff.</p> <p>When interviewed on 7/29/20 at 2:20 p.m. Staff D stated she heard Staff A yell at Client #2 for repeatedly getting out of bed. Staff D didn't indicate she reported this to management staff.</p>			
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	<p>She said it happened in the past couple of months.</p> <p>When interviewed on 7/29/20 at 12:30 p.m. Staff E stated he heard Staff A say that she wouldn't change Client #5 on the overnight shift because she was too difficult to change/manage. Staff E said he heard Staff A make that statement about two months ago. He didn't indicate he reported this concern to management staff.</p> <p>When interviewed on 7/30/20 at 10:00 a.m. Staff F stated more clients were wet in the mornings when Staff A worked on the overnight shift. Staff F said she did not report this to management staff because it was difficult to prove.</p> <p>When interviewed on 8/03/20 at 11:05 a.m. the Program Manager (PM) stated it was agency policy for staff to report allegation of abuse/mistreatment to management staff. The PM said she was the supervisor for the staff on the second shift and overnight shift. She said no staff reported Staff A yelled at clients, didn't change clients on her shift or didn't check on Client #2 on the overnight shift.</p> <p>When interviewed on 8/03/20 at 11:15 a.m. the Vocational Program Director (VPD) stated she was the supervisor for first shift staff. The VPD said no staff reported Staff A yelled at clients, didn't change clients on her shift or didn't check on Client #2 on the overnight shift. She</p>				
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	<p>acknowledged agency policy required staff to immediately report allegations of abuse/mistreatment.</p> <p>A review of the agency policy entitled, "Reporting and Prevention of Abuse, Neglect and Mistreatment" on 8/03/20 revealed all employees of the agency are mandatory reporters. According to the abuse policy, the agency would ensure that all allegations of mistreatment, neglect or abuse are reportedly immediately to the administrator.</p> <p>FACILITY RESPONSE:</p>			
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