

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b> <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

<b>64.60</b>	<b>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).</b>	<b>II</b>	<b>\$500</b>	<b>Upon Receipt</b>
<b>W153</b>	<b>483.420(d)(2) STAFF TREATMENT OF CLIENTS</b> <b>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.</b>			
<b>52.2</b>	<b>481—52.2(235E) Persons who must report dependent adult abuse and the reporting procedure for those persons.</b>			

\_\_\_\_\_  
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).

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b>  <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

235E.2(3)(a)	<p><b>52.2(2) Reporting suspected dependent adult abuse in facilities or programs.</b>  <b>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.</b></p> <p><b>Iowa Code section 235E.2(3)(a)</b>  <b>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.</b></p> <p><b>DESCRIPTION:</b></p> <p>Based on interviews and record review, the facility staff failed to immediately report alleged</p>			
--------------	--	--	--	--

\_\_\_\_\_  
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).

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b> <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>abuse/mistreatment of clients to the administrator/designee. This affected 4 of 4 sample clients (Clients #1-4). Findings follow:</p> <p>Record review revealed the following incident reports completed 10/4/18:</p> <p>a. A report for Client #1 described: " On 10/4/18 during an investigatory interview, (Resident Treatment Worker (RTW) B) reported he saw (RTW A) place (Client #1) in a chair. (RTW B) reported (RTW A) restricted (Client #1) from getting out of it by telling her not to get up. (RTW B) could not give a specific date when he saw (RTW A) perform this."</p> <p>b. A report for Client #2 described: "On 10/4/18 during an investigatory interview, (RTW B) reported he saw (Client #2) throw her plate on the floor. (RTW B) reported (RTW A) took (Client #2) out of her wheelchair and he placed her on the floor. (RTW B) reported (RTW A) made (Client #2) clean and pick up her mess on the floor. (RTW B) could not have a specific date of the incident."</p> <p>c. A report for Client #3 described: "On 10/4/18 during an investigatory interview, (RTW E)</p>			
--	---	--	--	--

\_\_\_\_\_  
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).**

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b> <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>reported she heard (RTW A) call Client #3 stupid and lazy. (RTW E) could not have a specific date of the incident."</p> <p>Review of the facility policy on Incident Management revealed employees shall immediately report all incidents, including those that may be reported to the employee by a contractor or volunteer, verbally to the employee's direct line supervisor. If the incident is an allegation of abuse and involves the supervisor, the report shall be made to the supervisor's supervisor. The supervisor shall immediately review the incident to determine whether further action is needed to protect the individual. Such action may include separating the individual and the employee. The supervisor shall complete the Supervisor's section of the electronic incident report. The policy further stated each employee is a mandatory reporter. All mandatory reporters shall follow the above reporting requirements. The supervisor notified shall immediately notify the GRC Investigation Department of an allegation of suspected abuse, neglect, or exploitation for reporting to the Department of Inspections and Appeals and Department of Human Services where applicable.</p>			
--	---	--	--	--

\_\_\_\_\_  
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).**

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b> <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>When interviewed on 10/15/18 at 1 p.m. RTW B recalled an incident with Client #2. He stated she threw her plate during an evening meal and RTW A physically removed her out of her wheelchair and placed her on the floor. RTW A told Client #2 she needed to clean up her mess. He stated this was not part of the Behavior Support Plan (BSP). RTW B stated staff witnessed the incident but did not do or say anything about it to a supervisor. RTW B further stated on 7/29/18 he witnessed RTW A verbally tell Client #1 she had to remain in a chair in the living room and when she attempted to get up her told her she needed to stay in the chair. RTW B confirmed he did not report the incidents and did not follow the Incident Management Policy.</p> <p>When interviewed on 10/15/18 at 2 p.m. RTW C stated she witnessed RTW A insult the women who live at 467/472. She stated RTW A used profanity and be sarcastic and mean to the clients. She stated she also heard RTW A call Client #1 and Client #3 lazy and stupid. She stated she has heard RTW A belittle the women in 467/472. She did not have specific dates of the incidents. She confirmed she did not report to a supervisor or follow the incident management policy.</p>			
--	---	--	--	--

\_\_\_\_\_  
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).**

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b>  <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>When interviewed on 10/15/18 at 3 p.m. RTW D stated she heard RTW A call Client #3 fat and lazy. RTW D further stated she witnessed RTW A force Client #2 out of her wheelchair and onto the floor to clean up her plate she had thrown on the floor sometime after Christmas the past year. He told her she made the mess and needed to clean it up and they did not have enough food to do that. RTW D stated Client #2 began to cry and cleaned up the thrown plate. RTW stated she did not report the incident to her supervisors according to policy.</p> <p>When interviewed on 10/17/18 at 2:30 p.m. RTW E stated she heard RTW A be disrespectful towards clients, name call and belittle the clients at House 467/472. She said RTW A told Client #1 she was fat and lazy. He also called her a "piece of sh**." She further stated RTW A told Client #3 she was stupid and lazy. RTW A belittled and verbally made fun of Client #4 regarding her anxiety. She stated she reported the incidents to the TPM and complained about RTW A. She did not complete an incident report or any written documentation of the incidents.</p> <p>When interviewed on 9/18/18, 9/19/18 and</p>			
--	---	--	--	--

\_\_\_\_\_  
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).**

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b>  <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<b>LK</b>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

	<p>10/16/18 at 1:30 p.m. RTW A stated he redirected Client #1 from sitting in a recline chair she prefers in the living room of house 467/472. RTW A further stated Client #1 would get aggressive after falling asleep in the chair and was occasionally incontinent so he prevented her from sitting in that chair. He further admitted to getting Client #2 out of her wheelchair and onto the floor to clean up a plate of food she threw on the floor. He stated he prompted her to clean up her mess.</p> <p>When interviewed on 10/16/18 at 11:30 a.m., the Treatment Program Manager (TPM) and Residential Treatment Supervisor (RTS) confirmed the RTWs failed to report the incidents according to the Incident Management Policy.</p> <p><b>FACILITY RESPONSE:</b></p>			
--	---	--	--	--

\_\_\_\_\_  
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).**

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

<b>Citation Number:</b>  <b>6876</b>		<b>Date:</b>  <b>November 13, 2018</b>		
<b>Facility Name:</b> <b>Glenwood Resource Center</b>		<b>Survey Dates:</b> <b>September 17 –October 20, 2018</b>		
<b>Facility Address/City/State/Zip</b> <b>711 South Vine St.</b> <b>Glenwood, IA 51534</b>		<div style="text-align: center; border-bottom: 1px solid black;">L K</div>		
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

\_\_\_\_\_  
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).