

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

Citation Number: F&C #9021 – Amended 01/22/2021		Date: January 19, 2021		
Facility Name: Dunlap Specialty Care		Survey Dates: October 13 – December 5, 2020		
Facility Address/City/State/Zip 1403 Harrison Road Dunlap, IA 51529		JM		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.19(2) j	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p><i>j.</i> Provision of accurate assessment and timely intervention for all residents who have an onset of adverse symptoms which represent a change in mental, emotional, or physical condition. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on observations, clinical record review, and family and staff interviews the facility failed to provide accurate assessment and timely intervention for all residents that demonstrate an onset of adverse symptoms which represent a change in mental and physical condition. In addition, the facility failed to notify the resident's physician and family member of a change in condition and failed to transfer a resident exhibiting shortness of breath, cough, fatigue, and oxygen saturations as low as 74 percent to the emergency room according to physician orders for 1 residents identified (Resident #2). The facility reported a census of 48 residents.</p> <p>Findings Include:</p>	I	\$10,000 (Held in suspension)	Upon Receipt
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	<p>According to the annual Minimum Data Set (MDS) assessment tool dated 10/2/20, Resident #2 had diagnoses that included dementia, epilepsy, diabetes, hypertension, sleep apnea, and chronic obstructive disease (COPD). The MDS documented the resident scored 5/15 on the Brief Interview of Mental Status (BIMS) test which meant he demonstrated severe cognitive impairment. The MDS also documented he was independent with transfers, ambulation (walking), dressing, and eating with set up help. The MDS revealed Resident #2 did not use oxygen and did not experience shortness of breath.</p> <p>The resident's Diagnosis Report with an onset date of 10/6/20 documented a diagnosis of Covid-19.</p> <p>Review of the Progress Notes for Resident #2 revealed the following:</p> <ul style="list-style-type: none"> a. On 10/6/20 at 2:49 PM, staff documented they received an order for Zyrtec and the family was notified that the resident tested positive for Covid-19. b. On 10/7/20 at 11:47 AM, Staff found resident's brother assisting him to stand because his gait was unsteady. c. On 10/9/20 at 5:16 PM, Resident #2 complained of fatigue with a temperature (T) of 99.2 (F) and an oxygen saturation (O2 Sat) of 85% on room air (RA). d. On 10/13/20 at 8:43 AM, the resident's O2 sat was 91% on RA and T 98.2. 			
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	<p>e. On 10/13/20 at 9:34 AM staff requested an oxygen order from the physician to keep O2 sats above 94%.</p> <p>f. On 10/13/20 at 11:30 AM, therapy staff reported resident became short of breath with an O2 sat of 74% on RA. Oxygen (O2) started at 3 liters per nasal cannula with O2 sats of 89-90%. Staff updated the physician regarding the resident's condition.</p> <p>During an observation on 10/13/20 at 11:45 AM, Staff A talked on the telephone at the nurses station by the dining room and told the caller Resident #2 had oxygen saturations in the "70's" (%).</p> <p>Review of the resident's Progress Notes revealed the following:</p> <p>a. On 10/13/20 at 12:42 PM, staff received an order for oxygen and med pass supplement.</p> <p>b. On 10/13/20 at 1:38 PM, a hospital emergency room (ER) called the facility to report the resident's daughter had called them and wanted him to be seen.</p> <p>c. On 10/13/20 at 1:43 PM, the resident's physician called back with an order to send the resident to the emergency room per family request. Staff notified the resident's daughter.</p> <p>d. On 10/13/20 at 1:50 PM, Staff notified the resident's daughter that "Medivac" had been unable to transport the resident at that time. Staff documented the daughter directed staff to leave the resident at the facility, then.</p>			
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	<p>During an interview on 10/13/20 at 12:43, PM Staff B stated Resident #2 had tested positive for Covid-19 and was requiring more assistance with all of his cares.</p> <p>Review of the resident's Progress Notes revealed the following:</p> <p>a. On 10/13/20 at 9:01 PM, Staff documented the resident's O2 sats were 87% and the resident required assist of one staff to stand and use the restroom due to fatigue.</p> <p>b. On 10/14/20 at 12:41 AM, Staff documented the resident's face was flushed and his lungs were clear. The resident presented with a cough but no distress and although his lungs remained clear, the resident's O2 Sats were variable on 5 liters of oxygen.</p> <p>c. On 10/15/20 at 7:10 AM, Therapy staff alerted the nurse consultant resident had O2 sats of 79% on 5 liters of oxygen, CPAP on, and heart rate 104. Staff applied an oxygen mask and notified the family and physician. The physician ordered staff to send the resident to the ER.</p> <p>d. On 10/15/20 at 7:56 AM, Staff sent the resident to the hospital via ambulance and notified the resident's family contact.</p> <p>e. On 10/15/20 at 11:46 AM Daughter called and reported concern with Staff A.</p> <p>f. On 10/20/20 at 9:20 PM, The hospital called to report the resident passed away at 7:45 PM.</p>			
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	<p>During an interview on 10/15/20 at 9:20 AM, Resident #2's daughter was tearful and sounded distraught. She stated when they wanted her father seen by the physician at the ER, Staff A told her on 10/13/20 that her Dad's condition wasn't an emergent situation and therefore she would call "Medivac" instead of the rescue squad. She added when the Medivac didn't have any openings, Staff A called her back told her that if family wanted him to be seen, they could take him to the hospital themselves. The resident's daughter reported Staff A told her they should bring two strong men to help transfer him into the car. The daughter reported she told Staff A that they weren't going to be able to do that, so he would have to stay there then.</p> <p>During an interview on 10/15/20 at 9:40 AM with another daughter of Resident #2 she stated that the family was very upset because the facility did not send the resident to the ER on 10/13/20 as the doctor had ordered. She added that on Monday 10/12/20 her dad was very weak and needed 2 staff to even dangle his legs. She reported they (the family) were very concerned with the low oxygen saturations because their dad had pneumonia recently. She added that she lived out of the state and felt like she had to fight for her dad's life from a long distance.</p> <p>During an interview with the nurse consultant on 10/19/20 at 12:45 PM, she reported she expected the facility nurses to transfer any resident with an O2 sat below 90% to the hospital. When asked, she verified that O2 sats in the 70's and 80's were definitely an emergency.</p>			
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	<p>During an interview on 10/19/20 at 3:15 PM, Staff F reported when she administered Resident #2's medications on 10/13 and 10/14, she noted he had become more unsteady, needed more cues, exhibited increased lethargy, and needed more assist to sit up and eat.</p> <p>During an interview on 10/19/20 at 3:35 PM, Staff G stated that on 10/14/20 Resident #2 was more sleepy than usual but when she assessed him she did not notice any signs of distress. She added she was not aware the physician had given an order to send the resident to the ER on 10/13/20 and reported had she known, she would have followed up on it. When asked, she replied that if her assessment of the resident had been abnormal assessment (shortness of breath, distress, or oxygen saturation below 90%) she would have called the family and sent him to the hospital.</p> <p>During an interview on 10/19/20 at 6:20 PM, Staff H stated that on the evening and overnight shift on 10/13/20 to 10/14/20, the resident had a cough and his oxygen saturations were running in the high 80's, so she kept him on oxygen at 5 liters per nasal cannula. She stated the resident was not in any distress and was resting comfortably, so she monitored him and reported it to the day shift nurse. She commented the local hospital had denied admissions recently due to being full and that is where he would have been sent if she had transferred him to the hospital that night.</p> <p>During an interview on 10/20/20 at 11:40 AM Staff A stated that she didn't feel it was an emergency to send Resident #2 to the emergency room via ambulance on 10/13/20 because she was able to get his oxygen saturation back up at that</p>			
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	<p>time. She stated that is why she called Medivac instead of the rescue squad and when Medivac wasn't able to provide transportation she called the resident's daughter so they could make other transportation arrangements. She added that she knew they had strong young nephews so she recommended that the daughter call them to help lift and transfer the resident into a car. She stated that is when the daughter said the family would not be able to do that and would have to keep him at the facility. Staff A acknowledged she should have called the physician back at that time to let him know Medivac could not transport the resident. With regard to the nurse's documentation on 10/9/20 at 5:16 PM, Staff A said she probably should have notified the family and doctor of Resident #2's oxygen saturations dropping into the 80's, but doesn't recall doing either one.</p> <p>During an interview with Resident #2's physician on 10/20/20 at 12:40 PM, he stated that if he gives staff an order to send a resident to the ER he wanted them sent via ambulance. He added the local EMS is very responsive and the Medivac should have never been called for the resident on 10/13/20. He reported he was actually very upset the facility even called him because he had given the facility strict instructions if any of the residents with Covid-19 had their O2 sats drop below 90% they should call the family and if the family wants them seen, then they are to call 911 and send them to the ER immediately. He stated on 10/9/20 when the resident's oxygen saturation dropped to 85 percent he should have at the very least been notified or the family called and given the option of hospitalizing him then.</p> <p>During a second interview on 10/20/20 at 2:15 PM, Staff A verified another nurse had mentioned those standing orders</p>			
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	<p>from the physician to send residents to the ER per family request with any O2 sats below 90%, but she said she could not find that order in writing anywhere or in the resident's orders so she elected not to follow that protocol.</p>			
58.10(8)	<p>481—58.10(135C) General policies.</p> <p>58.10(8) Infection control program. Each facility shall have a written and implemented infection control and exposure control program with policies and procedures based on the guidelines issued by the Centers for Disease Control and Prevention, U.S. Department of Health and Human Services. (I, II, III) CDC guidelines are available at www.cdc.gov/ncidod/dhqp/index.html.</p> <p>DESCRIPTION:</p> <p>Based on observations, record review, and staff interviews, the facility failed to follow proper infection control precautions and guidelines. The facility failed to follow current CDC guidance for staff returning to work after testing positive for Covid-19, staff did not appropriately use PPE with cares and when moving between resident rooms, and staff failed to provide adequate hand hygiene during cares for 5 of 5 residents reviewed (#4, 5, 6, 7, and #8). The facility reported a census of 48 residents.</p> <p>Findings include:</p>	I	\$8,500 (Held in suspension)	Upon Receipt

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	<p>The CDC website (https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhealthcare-facilities%2Fhcp-return-work.html) titled Criteria for Return to Work for Healthcare Personnel with SARS-CoV-2 Infection (Interim Guidance, updated 8/10/20, gave the following guidance:</p> <p>Return to Work Criteria for HCP with SARS-CoV-2 Infection Symptom-based strategy for determining when HCP can return to work.</p> <p>HCP with mild to moderate illness who are not severely immunocompromised:</p> <p>At least 10 days have passed since symptoms first appeared and At least 24 hours have passed since last fever without the use of fever-reducing medications and</p> <p>Symptoms (e.g., cough, shortness of breath) have improved</p> <p>Note: HCP who are not severely immunocompromised and were asymptomatic throughout their infection may return to work when at least 10 days have passed since the date of their first positive viral diagnostic test.</p> <p>HCP with severe to critical illness or who are severely immunocompromised:</p> <p>At least 10 days and up to 20 days have passed since symptoms first appeared</p>			
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	<p>At least 24 hours have passed since last fever without the use of fever-reducing medications and</p> <p>Symptoms (e.g., cough, shortness of breath) have improved Consider consultation with infection control experts</p> <p>Note: HCP who are severely immunocompromised but who were asymptomatic throughout their infection may return to work when at least 10 days and up to 20 days have passed since the date of their first positive viral diagnostic test.</p> <p>As described in the Decision Memo, an estimated 95% of severely or critically ill patients, including some with severe immunocompromise, no longer had replication-competent virus 15 days after onset of symptoms; no patient had replication-competent virus more than 20 days after onset of symptoms. The exact criteria that determine which HCP will shed replication-competent virus for longer periods are not known. Disease severity factors and the presence of immunocompromising conditions should be considered in determining the appropriate duration for specific HCP. For example, HCP with characteristics of severe illness may be most appropriately managed with at least 15 days before return to work.</p> <p>Test-Based Strategy for Determining when HCP Can Return to Work.</p> <p>In some instances, a test-based strategy could be considered to allow HCP to return to work earlier than if the symptom-based strategy were used. However, as described in the Decision Memo, many individuals will have prolonged viral shedding, limiting the utility of this approach. A test-</p>			
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	<p>based strategy could also be considered for some HCP (e.g., those who are severely immunocompromised) in consultation with local infectious diseases experts if concerns exist for the HCP being infectious for more than 20 days.</p> <p>The criteria for the test-based strategy are:</p> <p>HCP who are symptomatic:</p> <p>Resolution of fever without the use of fever-reducing medications and</p> <p>Improvement in symptoms (e.g., cough, shortness of breath), and</p> <p>Results are negative from at least two consecutive respiratory specimens collected =24 hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA. See Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus (2019-nCoV).</p> <p>HCP who are not symptomatic:</p> <p>Results are negative from at least two consecutive respiratory specimens collected =24 hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA.</p>			
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	<p>See Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus (2019-nCoV).</p> <p>The Infection Prevention and Control Manual for corporate policy on hand hygiene, gloves and gowns dated 2019 directed the following:</p> <ul style="list-style-type: none"> - The single most effective means of reducing potential for transmission of infection is hand antisepsis before and after contact with residents, including glove removal. - Washing hands can accomplish hand antisepsis with soap and water or by using waterless alcohol based hand rub. - During providing care for residents, gloves will be changed after contact with infective material that may contain high concentrations of microorganisms. - Wearing gloves is not a substitute for hand hygiene. Gloves will be removed and discarded before leaving the resident's room, followed by hand hygiene. - Don gowns upon entry into the room or cubicle. Remove the gown and observe hand hygiene before leaving the resident care environment. <p>During an interview with the Nurse Consultant on 10/13/20 at 11:10 AM, she stated the facility's current census was 48 and all but 2 residents were currently positive for Covid-19. She added that the right hall has all Covid-19 positive</p>			
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	<p>residents and that is where they are staffing Covid-19 positive staff that are asymptomatic, center hall is full isolation with Covid-19 positive residents, and left hall has two residents that are Covid-19 negative and they have them cohorted at the end of the hall.</p> <p>Observation on 10/13/20 at 12:45 PM, revealed Staff B in a resident's room on center hall assisting Resident #4 with her meal wearing full PPE. She exited Resident #4's room, walked across the hall to assist Resident #5 in her room with her meal, but failed to change or remove her PPE. At 12:55 PM Staff B, exited the room without removing or changing her PPE and went to Resident #6's room to assist her with using the bathroom. Staff B shut the door, provided privacy, and explained cares. She then assisted the resident into the sit to stand lift sling, fastened it, took her into the bathroom, lowered the resident's pants and brief and then adjusted the lift. While still wearing the same PPE (including the same gloves first noted at 12:45 PM), she adjusted the blankets on Resident #6's recliner and grabbed some perineal wipes off the dresser. Staff B then re-entered the bathroom, raised the lift and provided perineal care with the wipes. She used one wipe for each swipe and started by cleaning the front vaginal area before moving to the rectal area, but did not remove the soiled gloves after she finished providing perineal care. She then pulled up the resident's brief and pants and moved the resident (while she remained on the lift) back to her recliner. While still wearing the same gloves, Staff B moved the resident's table away from her recliner, used the lift controls to lower the resident into the recliner, and removed the sling from around the resident. The aide then handed her the television remote, call light, and ice water. Staff B then left the room and went half way down the</p>			
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	<p>hall to a trash can and removed her gloves and gown, but never washed her hands or used hand sanitizer. Observation revealed Staff B left the center isolation hall to go into the dining room to obtain the ice chest, filled it with ice from the ice machine, and then went back to center hall. Staff B proceeded to don a new gown and gloves, but never washed her hands or used hand sanitizer prior to beginning to pass ice and water to the residents.</p> <p>During an observation of care on 10/13/20 at 2:20 PM, Staff C closed Resident #7's door, and explained cares to the resident. Staff D washed her hands and donned gloves. Both staff leaned the Resident #7 forward and applied a gait belt. Staff D held the resident while Staff C lowered the resident's pants and brief. Staff C provided perineal care to the front groin area with one wipe in her left hand, then grabbed a wipe from the clean container with her dirty gloved left hand and wiped the rectal area. She then grabbed a wipe from the wipe container with her dirty gloved left hand and wiped the rectal area a second time. Staff C disposed of the wipes in a clear liner on the bed, pulled the brief out of the resident's pants, discarded it on the bed, grabbed a clean brief, inserted it into the pants and pulled up clean brief and pants. While wearing the same gloves, Staff C helped Staff D lower Resident #7 back into his recliner, and grabbed the walker to move it out of the way with her left hand while her right arm and hand were assisting the resident with repositioning. While wearing the same gloves, she moved his bed side table, applied his oxygen nasal cannula, adjusted his position with a wedge cushion, and gave him his call light. Staff D removed her gloves after cares, washed her hands, and then left the</p>			
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	<p>room. Staff C picked up the liner of trash and left the room while wearing the same PPE and proceeded up the hall.</p> <p>During an observation of care on 10/13/20 at 2:35 PM, Staff C and Staff D entered a resident room, washed their hands, and donned gloves. They provided privacy and then repositioned Resident #8 to the right side. Staff C used her gloves to check the brief for incontinence and stated the resident was dry. As the resident lay on her right side, the staff propped her with pillows. Staff D removed her gloves, washed her hands, and left the room. Staff C, wearing the same gloves, gathered supplies and provided oral care with toothettes, water, and mouth wash. Staff C then removed her gloves, washed her hands, and left the room.</p> <p>During an observation of care on 10/13/20 at 2:50 PM, Staff E entered a resident room on the center hall to assist with Resident #5's cares. Hospice Staff was in the room with the resident and wore gloves. Staff E washed her hands, donned gloves, and assisted the resident to roll to her right side toward the wall while the hospice staff provided incontinence care. The Hospice Staff used wipes from a package and wiped front to back using one wipe at a time; she discarded the wipes in the trash can next to the bed. After the Hospice Staff finished providing incontinence care, she grabbed the wipes container and tossed it into Resident #5's bedside chair, applied a clean brief, and removed a lotion bottle from the bedside table while still wearing the same gloves. She then applied lotion to both of the resident's legs and then pulled up her pants. Both staff transferred the resident to her wheelchair and the Hospice Staff lowered the wheelchair pedals and unlocked the</p>			
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Facility Administrator

Date

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

Citation Number: F&C #9021 Amended 01/22/2021		Date: January 19, 2021		
Facility Name: Dunlap Specialty Care		Survey Dates: October 13 – December 5, 2020		
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	<p>brakes before removing her gloves and performing hand hygiene.</p> <p>On 10/13/20 at 3:05 PM, Staff C left the right isolation hall while wearing only her mask and glasses on and walked to the nurse's station by the dining room. The nurse consultant stopped her and reminded her she could not to leave the right isolation hall because she had tested positive for Covid-19. At that time 2 other staff sat at the nurse's station less than 6 feet away from Staff C.</p> <p>The facility Covid-19 Isolation Plan dated 4/7/20 documented the following:</p> <ul style="list-style-type: none"> - All employees working in an isolation area to provide patient care must wear appropriate personal protective equipment (PPE) as indicated by CDC guidelines for Standard, Control and Droplet Precautions. - Staff not assigned to work in the isolation area shall not go into isolation rooms or the isolation staff work space. <p>During an interview with the Nurse Consultant on 10/13/20 at 3:45 PM she stated she expected staff to wash their hands and utilize PPE according to facility policy.</p> <p>The facility's Staff Member Covid-19 Positive form indicated Staff C tested positive on 10/4/20 and was asymptomatic with a 10 day return to work date of 10/15/20.</p>			
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	<p>The current working Certified Nursing Assistant Schedule dated 9/24/20 - 10/21/20 revealed the facility had removed Staff C from the schedule.</p> <p>During an interview with Staff C on 10/14/20 at 3:30 PM, she stated that she tested positive for Covid-19 on 10/4/20 and had no symptoms except for a stuffy nose, which she had until the weekend of 10/10/20. She reported the facility told her she could work but she had to stay down right hall and couldn't leave the hall until 10/15/20 and then she could work anywhere in the building. She added that she entered the facility and screened at the end of right hall door and even took her breaks down that hall.</p> <p>The facility's Staff Member Covid-19 Positive form indicated Staff I tested positive on 10/5/20 with a 10 day return to work date of 10/17/20.</p> <p>The current working Certified Nursing Assistant Schedule dated 9/24/20 - 10/21/20 revealed the facility removed Staff I from work on 10/3/20 and she returned to work on 10/12/20.</p> <p>During an interview with Staff I on 10/14/20 at 3:44 PM, she stated she started having symptoms on 10/3/20 and tested positive for Covid-19 on 10/5/20. She reported she went back to work on 10/12/20 because she felt better and had worked on all of the halls of the facility. She added she had then contracted pneumonia and was off work again.</p> <p>The facility's Staff Member Covid-19 Positive form indicated Staff A tested positive on 10/1/20, was asymptomatic, and had a 10 day return to work date of 10/12/20.</p>			
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Facility Administrator

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	<p>The current working Nurse Schedule dated 9/24/20 - 10/21/20 revealed the facility had not removed Staff A from the schedule, although she did not work on 10/7/20.</p> <p>An observation on 10/13/20 at 11:45 AM revealed Staff A at the nurse's station by the dining room, talking on the phone.</p> <p>During an interview with Staff A on 10/20/20 at 11:40 AM, she stated she tested positive for Covid-19 on 10/6/20 but didn't have any symptoms. She stated the facility was going to have her work just down right hall, but since all the residents on center hall had tested positive she was able to work there. She added that she completed her documentation at the nurse's station by the dining room but she never went down left hall. She stated that the first case of Covid-19 was in the Assisted Living Facility (ALF). She added that the ALF staff or residents would call them for help so they would send staff over to assist. She stated they would wear masks and goggles when they went to the ALF.</p> <p>The facility's Staff Member Covid-19 Positive form indicated Staff J tested positive on 10/6/20 and had a 10 day return to work date of 10/15/20.</p> <p>During an interview with Staff J on 10/20/20 at 6:40 PM, he stated he tested positive for Covid-19 on 10/6/20. He explained he had woken up tired with aches on 10/6/20 and had a headache on 10/10/20, but had no other symptoms. He reported he returned to work on 10/13/20 and the facility directed he could work, but he had to stay away from Covid-19 negative residents. He added that he worked on all of the halls but only went to the doorway of Covid-19 negative</p>			
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	<p>residents and then occasionally to the ALF to check on the residents and answer call lights.</p> <p>The facility's Staff Member Covid-19 Positive form indicated the Social Service Director tested positive on 10/5/20 with a 10 day return to work date of 10/15/20.</p> <p>During an interview with the Social Service Director on 10/28/20 at 2:55 PM, she stated she had felt "off," so she scheduled a test and with was positive Covid-19 results on 10/5/20. She reported she went home and then began to experienced chest tightness, shortness of breath, and diarrhea. She added she returned to work on 10/13/20.</p> <p>FACILITY RESPONSE:</p>			
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