Iowa Department of Inspections, Appeals & Licensing
Health & Safety Division
Adult & Special Services Unit
Civil Penalty Citation

Date: November 3, 2025
Program Name: Bickford Cottage Ames
Address: 2418 Kent Ave Ames, IA 50010
Type of Action: Investigations #129801-I, 130042-C, 130066-I, 130320-C, 130556-C
Date(s) of Action: 9/29/25 – 10/23/25
Citation #10943

State Rule #	State Rule	Amount of Civil Penalty
Iowa Administrative Code 481 Chapter 67.3(2)	**481-67.3 Tenant rights. All tenants have the following rights:** **67.3(2) To receive care, treatment and services which are adequate and appropriate.** Based on interview and record review, the program failed to provide appropriate services to Tenant #2. Findings follow: Record review on 9/29/25 revealed an Investigation Form, dated 7/24/25, due to Tenant #2 experiencing multiple rib fractures. Tenant #2 had a fall on 7/17/25 in the dining room when she missed the chair and fell on her bottom. She was assessed by the nurse and given Tylenol for pain. Tenant #2 was able to walk, but experienced pain when laying down or attempting to stand from a seated position. On 7/20/25 Staff C found Tenant #2 on the floor near the bathroom inside her apartment. Staff D checked Tenant #2's vital signs and physical condition. Staff D reported no injuries to the on-call nurse because Staff C told her the pain was not new, but related to her fall on 7/17/25. On 7/24/25, staff reported to the on-call nurse and Executive Director Tenant #2 was in severe pain and in bed. The on-call nurse directed them to call the Power of Attorney (POA) and ask if she could go to the hospital. The POA picked up Tenant #2 and transported her to the ER where she was diagnosed with multiple rib fractures and a UTI. A review of progress notes revealed the following: - on 7/17/25 the former Health and Wellness Director (HWD) identified Tenant #2 had a fall when sitting at the dining room table. She was assessed by the HWD and no injuries were found. Tenant #2 was able to move all extremities. - Tenant #2 continuously struggled when getting out of chairs and trying to stand up on 7/23/25. She reported her ribs and lower back hurt.	**$4500.00**

	- The HWD documented on 7/24/25 at 6:12 PM she was aware Tenant #2 fell when trying to sit at the dining table. She was sore from this and should be provided pain medication or an ice pack. This was documental after Tenant #2 was admitted to the hospital. - The HWD documented on 7/27/25 she was informed via email Tenant #2's POA took her to the Emergency Room (ER) and she had fractured ribs. It was unclear when this happened as she was not witnessed falling, however she had not been using her walker the majority of the day. Staff should escort her to meals. Tenant #2 presented at the Emergency Room on 7/24/25 at 4:15 PM. The ER admission record identified she was a 78 year old female with a history of advanced dementia, hypertension, chronic kidney disease and prior history of hip fracture. She was brought to the emergency room due to recent falls. A urinalysis was grossly abnormal. A CT check of the abdomen and pelvis was obtained to evaluate for any injuries and showed acute fractures of the right ribs 7 - 12 with varying degrees of cortical offset, segmental of the 9th and 10th ribs. She was admitted for pain management and treatment of her urinary tract infection. Tenant #2 returned to the program on 7/28/25. Interviews conducted with staff on 7/30/25 during the program investigation included the following: - Staff F (who worked 7/18, 7/19, 7/20, 7/22, 7/23 and 7/24) remembered when she worked on 7/18/25, Tenant #2 was complaining of pain in her ribs. When she went to stand her up for the day Tenant #2 was screaming in pain. She said she needed to see a doctor three times. Staff F reported this to the HWD and medication aide. - Staff A (who worked 7/17, 7/18, 7/21, 7/22 and 7/23) was present when Tenant #2 had her fall in the dining room. She missed the chair and ended up on the floor. Tenant #2 immediately started complaining of rib pain after being picked up. Staff A described the HWD as dismissive of Tenant #2's reports of pain. She continued to report pain and asked to see a doctor for multiple days until she was taken to the hospital by her POA. - Staff G (who worked 7/18, 7/19, 7/20, 7/21 and 7/23) recalled helping Tenant #2 out of a rocking chair when she was working on 7/18/25. She complained of her back and sides hurting. Tenant #2 couldn't stand without assistance. Every step she took was painful. Dressing and undressing caused her pain.	

	On 10/6/25 at 2:25 PM Staff G reported Tenant #2 had a fall on 7/17/25 and again on 7/18/25 at which time she was found by Staff H. This was reported to the HWD. She was concerned because Tenant #2 experienced increased urinary incontinence and pain. She wouldn't attend activities and was crying out in pain. Staff G believed Tenant #2 should have gone to the hospital earlier, but on 7/24/25, she talked with the Executive Director about what could be done. She was directed to contact the POA. Staff G believed she went to the Executive Director because the HWD was on vacation. Tenant #2's POA was interviewed on 10/2/25 at 11:00 AM. She reported she was not notified of her cousin's fall on 7/17/25, but heard the nurse assessed her. Staff usually did inform her when Tenant #2 fell. Then there was another fall on 7/20/25, of which she also was not made aware. It was her understanding the nurse was on vacation when the second fall occurred. She received a call on 7/24/25 informing her Tenant #2 should probably go to ER. By then her cousin was in horrific pain and screaming when they tried to get her in the car. The program failed to have a nurse assess Tenant #2 when she was experiencing days of pain and requesting to be seen by a doctor. They did not complete an incident report and notify her physician following her second fall. The HWD reported she was aware the tenant was experiencing pain and staff should provide pain medication and ice to treat her symptoms, but not until after she was in the hospital. The program failed to promptly provide care when she had falls and reported pain.	