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

Date: March 25, 2024
Program Name: Glenwood Place
Address: 2907 S 6th St. Marshalltown, IA 50158
Type of Action: Investigation #114336-I
Date(s) of Action: 2/19/24 – 2/20/24
Citation #: 10258

State Rule #	State Rule	Amount of Civil Penalty
IAC 481-67.2(3)	**Policy and Procedure** **67.2(3) The program shall follow the policies and procedures established by the program.** Based on interview and record review the Program failed to follow its door alarm policy. This pertained to 1 of 1 tenants reviewed as a result of Incident #114336-I (Tenant #1). Finding follows: Record review on 2/20/24 of Tenant #1's file revealed she resided in the locked memory care unit and had a diagnosis of Alzheimer's. The Global Deterioration Scale noted a score of 4 which indicated moderate cognitive decline. Her service plan dated 6/23/23 revealed she required hourly safety checks. When interviewed on 2/19/24 at 3:33 p.m. Staff A said she worked in the memory care unit on 7/5/23 and heard the backdoor alarm go off around 7:00 p.m. She went to the door, looked out the window, and did not see anyone so she went back to what she was doing. She reported a sidewalk was located at this door that went around the back, to the side, and front of the building. She confirmed she failed to follow the Program's policy. When interviewed on 2/19/24 at 4:08 p.m. Staff B stated she walked out the kitchen door to leave for the evening after 7:00 p.m. and saw Tenant #1 walking on the sidewalk by the front parking lot. She asked Tenant #1 to walk with her back inside and met Staff C at the front door. She reported Tenant #1 wore clothing appropriate for the weather. When interviewed on 2/19/24 at 4:28 p.m. Staff C said she worked in the front of the building and went to the front door to clear the alarm as people were coming and going. She said Staff B walked in with Tenant #1 and said she found her outside. Staff C confirmed Tenant #1 resided in the locked memory care unit. Tenant #1 did not sustain any injuries during the incident. According to the state climatologist the weather in Marshalltown on 7/5/23 around 7:00 p.m. was 77 degrees Fahrenheit with relative humidity of 55%. The winds were out of the NNW at 15 mph and no precipitation.	**$1,500.00**

	The Program was located in a residential neighborhood with a pond adjacent to the property. The Program's Door Alarm Response Policy revealed staff were to look inside and outside the door that alarmed. The alarm could be reset after knowing who exited the door. The Program completed an internal investigation on 7/6/23 and determined staff failed to follow the policies for door response and resulted in an elopement and allowed Tenant #1 to be outside unattended for approximately seven minutes. On 2/20/24 at 10:38 a.m. the Director confirmed these findings.	