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

Date: February 13, 2025
Program Name: Heritage Court Assisted Living
Address: 1499 Office Park Road West Des Moines, IA 50265
Type of Action: 125301-I, 125298-C, 125296-C
Date(s) of Action: 12/10/24 – 12/23/24
Citation #: 10741

State Rule #	State Rule	Amount of Civil Penalty
67.2(3)	**67.2(3) The program shall follow the policies and procedures established by the program.** Based on observation, interview and record review the Program failed to follow policy and procedure for door alarms regarding 1 of 1 tenants reviewed (Tenant #1). Finding follows: Record review on 12/11/24 revealed an incident report dated 12/7/24. The report documented Tenant #1 was returned to the Program via ambulance at approximately 6:50 a.m. The tenant wore a pink hooded sweatshirt, pants, socks and slippers. She had a walker with her. No injuries were observed. Further review revealed Tenant #1 had a diagnosis of cerebral infarction, unspecified, was 89 years old and received assistance with activities of daily living. She had no history of wandering or leaving the building. Further review revealed a Heritage Court Assisted Living Self Report Investigation Report dated 12/7/24. The report documented Tenant #1 had been found by staff reporting to work. The staff person responsible for tenants at the time (Staff A) had turned off the door alarm at the main entrance at 4:45 a.m. for oncoming daytime staff. At 5:15 a.m. staff observed Tenant #1 in the activity room. At 6:01 a.m. the dietary aide on her way to work observed Tenant #1, asked her to get in her car, but felt unsure if she lived at the Program so she called the police. Police and Emergency Medical Services (EMS) arrived at 6:15 a.m. EMS placed the tenant in an ambulance to be looked over. She refused to be examined, but they were able to obtain vitals with no concerns indicating the tenant's health was stable and there were no immediate health issues. EMS returned Tenant #1 to the Program. When interviewed on 12/10/24 at 10:38 a.m. the police officer who responded to the call regarding Tenant #1 said he noted she had a call button around her neck and assumed she came from Heritage Court as it was close by. When interviewed on 12/10/24 at 4:30 p.m. the EMS staff said she responded to a report of an elderly person on Office Park Road. She said she evaluated the tenant and per the power of attorney's	**$2500.00**

	instructions returned her to the Program. The EMS worker said the tenant appeared alert to self but could not answer any questions. Observations on 12/23/24 revealed the distance from the Program to point of discovery as .3 miles and the speed limit was 25 miles per hours (MPH) on the presumed route. According to wunderground.com the temperature at 6:00 am on 12/7/24 was 42 degrees with windspeeds of 6 miles per hour. Record review on 12/16/24 revealed the Program's Door Alarms and Staff Response policy revised 11/2024. The policy said assisted living emergency fire exit doors and the main entrance door had audible alarms activated at all times with the exception of the main entrance. The main entrance door alarm could be disarmed between 6:00 a.m. and 10:00 p.m. The policy directed staff to respond to all exit doors that alarmed o determine why it sounded. The door alarm should not be cancelled/reset until reason for sounding had been determined or all tenants accounted for. When interviewed on 12/23/24 at 8:15 a.m. Staff A admitted she failed to follow the door alarm policy when she turned off the alarm prior to 6:00 a.m. When interviewed on 12/12/24 at 2:45 p.m. the Director of Assisted Living said Staff A admitted she turned off the alarm prior to 6:00 a.m. on 12/7/24. Record review on 12/7/24 revealed Staff A received training on door alarms. On 12/23/24 she acknowledged the above findings.	