

**Iowa Department of Inspections and Appeals
Assisted Living Program
Complaint Investigation Report**

Assisted Living Program:

Complaint Intake #: 7998

Kristi Schubert, Director
Bickford Cottage I
4020 Indian Hills Drive
Sioux City, Iowa 51108

Date of Investigation:

October 14, 2004

Monitor(s):

Doran Pruisner
Facility Engineer

Definitions:

The following definitions are relevant:

Regulatory Insufficiency - A violation of a statutory or rule provision within the Iowa Code or Iowa Administrative Code (IAC) governing assisted living programs. A regulatory insufficiency requires a plan of correction to be presented to, and approved by, the Department of Inspections and Appeals (DIA).

Plan of Correction - A written response to one or more regulatory insufficiencies that are rule violations [321 IAC 26.2(5)(a)]. The plan should identify how, and by a specific date, an insufficiency will be corrected. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint Investigation Report. Depending on the circumstances, DIA may re-visit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Dementia-specific assisted living program - An assisted living program certified under 321 IAC - chapter 25 that either serves five or more tenants with dementia or cognitive disorder staged between 4 and 7 on the Global Deterioration Scale or holds itself out as providing special care for persons with cognitive disorder or dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Bickford Cottage I on October 14, 2004. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP) – A program that is not a Dementia Specific program, but may have tenants with cognitive disorder.

Current number of tenants without cognitive disorder: **25**

Current number of tenants with cognitive disorder: **9**

Total Population: **34**

Dementia Specific Program (DSP) – Not applicable.

Accreditation Status – Not applicable.

Complaint History – There were no substantiated complaints this certification period.

Complaint Investigation – The complaint investigator(s) made the observations detailed in the following areas.

A. Life safety – The program shall follow written emergency policies and procedures and structural safety requirements. [321 IAC 25.37]

Complaint Allegation: It is alleged the program's structure does not meet ADA requirements.

Monitoring Observation: The director gave a tour of the building's grounds. The only ramp identified was located at the front entrance to the building. I examined the ramp and determined the ramp surface is made of concrete, and the slope of the ramp falls within ADA compliance (ADA 4.8.2, Maximum slope of 1:12). The ramp surface has relief cuts across the face of the ramp, and the concrete has a rough texture to help prevent someone from falling. The ramp has a 9'-6" horizontal project. However, under the current ADA Accessibility Guidelines, the ramp is to have handrails installed on both sides. This ramp does not have handrails (ADA 4.8.5).

- Regulatory Insufficiency: The program did not have handrails available for use on the ramp to the entrance of the building according to ADA requirements.

Dated this 21st day of October, 2004.