

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

**Assisted Living Program:**

**Complaint Intake #: 8047**

David Armington - Administrator  
Valerie Armington – Director  
Maple Grove Senior Living  
1917 South 18<sup>th</sup> Street  
Centerville, IA 52544

**Date of Investigation:**

November 30, 2004

**Monitor(s):**

Hal L. Chase RN BSN MPH

**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 Maple Grove Senior Living on November 30, 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: 13

Current number of tenants with cognitive disorder: 1

Total Population: 14

**Dementia Specific Program (DSP)** – Not Applicable

**Accreditation Status** – Not Applicable

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

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

**A. Other:** The building and grounds shall be well maintained, clean, safe and sanitary. [321 IAC 25.40 (1)]

Complaint Allegation: It is alleged that the program has two dogs that leave piles of feces in the halls and urinating on the hall walls. It is further alleged that dogs put their heads on the tables while the clients are eating.

- **Monitoring Observation:** Private interviews with staff and tenants yielded confirmation that the two dogs have regularly defecated and urinated in the dining room and hallway. Tenants also complained they were tired of having the dogs beg for food during mealtime. Although the tenants enjoy the dogs, they do not appreciate the problems the dogs create.
- **Regulatory Insufficiency:** The program did not maintain a clean, safe and sanitary building.

Dated this 2nd day of December, 2004