

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

Assisted Living Program:

Complaint Intake #: 16181

David Ayers, Director
Riverside Senior Living
209 Park Drive
Charles City, IA 50616-1619

Date of Investigation:

February 22, 2008

Monitor(s):

Doran Pruisner, Facilities 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 revisit 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 Riverside Senior Living Assisted Living on February 22, 2008. 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: **14**

Current number of tenants with cognitive disorder: **0**

Total Population: **14**

***These are the census numbers represented by the program to be applicable at the time of the on-site.**

Accreditation Status – Not applicable.

Program History – There were no substantiated complaints during 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 was reported by the State Fire Marshal's Office that the program had a sprinkler pipe break on Monday, February 18, 2008 at 4:30am. The sprinkler system was down. The program was doing their 30 minute fire watches. The Administrator called the State Fire Marshal at 8:00am to report the occurrence and status.

- Monitoring Observation: A dry system sprinkler pipe developed some standing water at a sprinkler head in a vacant dwelling unit. The water in this pipe appeared to be condensation water that formed in the system; however, it could not be verified. The water froze at this location and broke the connection at the sprinkler head. Once the system lost air pressure, the stop valve opened and energized the area with water, causing damage to the area. The local fire department arrived at the program within four minutes from the start of the occurrence. The Administrator stated he ordered a qualified person to perform a fire watch of the building every 15 minutes. He did not have the fire watch documentation at the time of the investigation; however, he stated he would send it to me as soon as possible.

Three dwelling units and common corridor were effected. The tenants that were affected by this occurrence were moved to two other vacant dwelling units until their units can be fixed.

The Director contacted a fire sprinkler company at 6:30am and they arrived on site at 10:30am. Last inspection of sprinkler system was done on January 11, 2008. The inspection on January 11, 2008 approved the system (copy of inspection was provided). The Director did not have the documentation for the sprinkler break from the fire sprinkler company yet and said he would send it to the Department as soon as possible. The sprinkler system was down approximately 11 ½ hours. The system was operational at the time of the investigation.

- Regulatory Insufficiency: None noted.

B. Other - The provisions of this section address the program's noncompliance with other applicable statutory and administrative rule requirements.

- Monitoring Observation: The program did not contact the Department regarding this incident.
- Regulatory Insufficiency: The program did notify the Department of Inspection and Appeals within twenty-four hours, in the most expeditious means available, of any accident causing substantial injury or death, and any substantial fire or natural or other disaster occurring at or near an assisted living program. 231C.12

Dated this 13th day of March, 2008.