

CHESTER J. CULVER
GOVERNOR

DEAN A. LERNER, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

Complaint Intake: 31383-C

December 29, 2010

Kylie Behm-Newhard, Administrator
Waterford at Ames Assisted Living
1325 Coconino Road
Ames, IA 50014

**RE: Final Complaint Investigation Report – Waterford at Ames Assisted Living,
Ames, IA**

Dear Ms. Behm-Newhard:

Enclosed is the **Final Complaint Investigation Report** from the on-site monitoring visit of December 27, 2010, completed by the Department of Inspections and Appeals ("DIA") in accordance with Iowa Code chapter 231C and Iowa Administrative Code ("IAC") chapters 481—67 and 481—69. **No Regulatory Insufficiencies were identified.**

If you have any questions regarding the enclosed Report, please contact me at 515/281-7039.

Sincerely,

Rose Boccella

Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake #: 31383-C

Kylie Behm-Newhard, Administrator
Waterford at Ames Assisted Living
1325 Coconino Rd
Ames, IA 50014

Date of Investigation:

December 27, 2010

Monitor(s):

Joyce Kix, RN
Lori Miner, RN BSN

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. IAC r. 481-67.10(5). 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 481 IAC chapter 69 that: serves fewer than fifty-five (55) tenants and has five (5) or more tenants who have dementia between Stages 4 and 7 on the Global Deterioration Scale or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the Global Deterioration Scale or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Waterford at Ames Assisted Living on December 27, 2010. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP)* – Not applicable.

Dementia Specific Program (DSP)* – A program that is a Dementia Specific Program by definition but may have tenants without cognitive disorder.

Current number of tenants in a DSP that serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the GDS: 8

Current number of tenants without cognitive disorder: 53

Total Population: 61

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

Program History – There were no Regulatory Insufficiencies found during this certification period.

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

A. Tenant Rights

Complaint Allegation: It was alleged program staff are mean to tenants and do not treat tenants with respect and dignity.

- Monitoring Observation: A community meeting was held with 10 tenants. All tenants reported that staff were helpful and kind. The tenants stated staff were quick to answer call lights. No tenants reported episodes of rude or inappropriate treatment. Two staff were interviewed. Both staff reported they had no knowledge of inappropriate incidents between staff and tenants. Staff reported, to their knowledge, there had been no complaints of rude behavior from the tenants. Four individual tenants were interviewed. Two indicated there were no problems with the staff. Two tenants declined to comment on any staff or issues at the program.
- Regulatory Insufficiency: None noted.

Dated this 27th day of December, 2010.