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LT. GOVERNOR

Complaint/Incident Intake #: 39874-M

August 31, 2012

Mr. Daniel Collins, Administrator
Grand Haven Assisted Living
201 East Franklin Street
Eldridge, IA 52748

RE: Final Complaint/Incident Investigation Report, Grand Haven Assisted Living, Eldridge, Iowa

Dear Mr. Collins:

Enclosed is the **Final Complaint/Incident Investigation Report** 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.

DIA has reviewed the Plan of Correction (POC) submitted in response to the **Preliminary Complaint/Incident Investigation Report**. Based upon a complete review of the Report and the Program's proposed actions to correct the identified Regulatory Insufficiency, DIA accepts the POC.

If you have any questions in regard to the enclosed Report, please contact me at 515/281-4116 or **James.Berkley@dia.iowa.gov**

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

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IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Complaint/Incident Investigation Report

Assisted Living Program:

Complaint/Incident Intake #:39874-M

Daniel Collins, Administrator
Grand Haven Assisted Living
201 East Franklin Street
Eldridge, IA 52748

Date of Complaint/Incident Investigation:

August 1, 2012

Monitor(s):

Hal L. Chase, RN BSN MPH
Lori Miner, RN BSN

Definitions: *The following definitions are relevant:*

Assisted Living Program – A program certified under 481 IAC 69 that provides housing with contracted services to three or more tenants in a physical structure that provides a homelike environment. Services may include but are not limited to health-related care, personal care, and assistance with instrumental activities of daily living. A General Population Program is an Assisted Living Program that is not dementia-specific but may have tenants with cognitive disorder.

Dementia-Specific Assisted Living Program - An assisted living program certified under 481 IAC 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 (GDS), or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the GDS, or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Regulatory Insufficiency - A violation of a statutory or rule provision within the Code of Iowa (2011) or the 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 statutory or rule violations. The plan should identify how and by what date each regulatory insufficiency will be corrected, and what measures will be taken to ensure the problem does not recur. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint/Incident Investigation Report. Depending on the circumstances, DIA may revisit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Overview: *In preparing this report, the following information was considered:*

Current Program Census

Assisted Living Programs are defined by the type of population served. The census numbers below were provided by the Program at the time of the on-site visit.

Dementia Specific Program by Definition

Number of tenants without cognitive disorder:	68
Number of tenants with cognitive disorder:	5
Total Population of Program at time of on-site	73

Dementia-Specific Program by Dedication

Number of tenants without cognitive disorder:	1
Number of tenants with cognitive disorder:	10
Total Population of Program at time of on-site	11
TOTAL census of Assisted Living Program	84

Program History – The program received a regulatory insufficiency in the area of Transportation during the past certification period.

Complaint/Incident Investigation – The Complaint/Incident investigator(s) made the observations detailed in the following areas:

A. Policies and Procedures

During the course of the investigation, the following information was obtained.

- **Monitoring Observation:** On 7-2-12, it was alleged a staff member who worked on night shift had stolen the wedding gift. The Program notified the department of alleged theft of a wedding gift purchased by a tenant to give to a staff member who was getting married. A dependent adult abuse investigation was conducted.

During an interview, the Administrator reported he replaced the gift that was allegedly stolen so the tenant could give the gift to the staff member who was getting married as originally planned.

A review of the Program's policy regarding the acceptance of gifts from tenants indicated staff was not to solicit or accept any property, gifts, or tips and would not borrow money from tenants or their families.

The Program was aware of a staff member who accepted a gift from a tenant, which violated their policy not to accept gifts from tenants.

- **Regulatory Insufficiency:** A program's policies and procedures must meet the minimum standards set by applicable requirements. The program shall follow the policies and procedures established by a program. All programs shall have policies and procedures related to the reporting of incidents including allegations of dependent adult abuse. (IAC r. 481-67.2)