

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

KIM REYNOLDS
LT. GOVERNOR

September 28, 2012

Ms. Kim Schaffer, Director
Bickford Cottage Clinton
1150 13th Avenue
Clinton, IA 52732

**RE: Final Recertification Monitoring Evaluation Report – Bickford Cottage
Clinton, Clinton, IA**

Dear Ms. Schaffer:

Enclosed is the **Final Recertification Monitoring Evaluation 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 completed the review of your Plan of Correction (POC) in response to the **Preliminary Recertification Monitoring Evaluation Report**. Based upon a complete review of the Report and your actions to correct the identified Regulatory Insufficiency, DIA accepts your POC. The Final report is enclosed.

The review of the recertification documents you submitted has been completed and the documents are accepted. In addition, the State Fire Marshal's (SFM) inspection report has been received as well as the Facility Engineer's approval of the Evacuation Plans for your program.

Enclosed you will find the Assisted Living Program Certificate **S0010** with effective dates of **October 1, 2012** through **September 30, 2014**.

If you have any questions in regard to this certification, please contact me at 515/281-4116.

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Recertification Monitoring Evaluation Report

Assisted Living Program:

Kim Schaffer, Director
Bickford Cottage Assisted Living-Clinton
1150 13th Ave.
Clinton, Iowa 52732

Date of Monitoring Visit:

July 24, 2012

Monitor(s):

Maribeth Freland RN

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 were provided by the Program at the time of the on-site.

Dementia-Specific Program by Definition	
Number of tenants without cognitive disorder:	29
Number of tenants with cognitive disorder:	7
Total Population of Program at time of on-site	36
TOTAL census of Assisted Living Program	36

Tenant/Family Satisfaction Results – A community meeting was held with six tenants in attendance. The tenants reported general satisfaction with the program. They reported respectful staff interaction and timely response to calls made using emergency pull cords. The tenants reported the food served by the program was plentiful and palatable and the provision of scheduled activities plentiful. They reported the program's environment to be clean and safe, acknowledging they would recommend it to others. One tenant expressed concerns related to staff reaction to a false fire alarm. (The program performed fire drills as required by the Life Safety Rules and staff member interview indicated strict following of the program's policies on emergency removal of tenants during a fire.)

Program History –The program had no regulatory insufficiencies this certification period.

On-Site Monitoring Evaluation – The monitor(s) made observations detailed in the following areas.

Food Service

Monitoring Observation: Staff #5, certified nursing assistant (CNA), had a hire date of 5-9-12. Staff #5 worked the evening shift and assisted with service during the supper meal. Staff #5's personnel file lacked documentation indicating she had attended an orientation on food sanitation and safe food handling prior to Staff #5 serving meals to program tenants. On 7-24-12, the Director talked with the Dietary Manager, determining Staff #5 had not yet participated in the orientation on food safety and sanitation.

Staff #6, CNA, had a hire date of 1-17-12. Staff #6 worked the evening shift and assisted with service during the supper meal. Staff #6's personnel file included documentation indicating she had attended an orientation on food sanitation and safe food handling on 3-23-12. According to the Director, Staff #6 would have begun serving meals to program tenants prior to 3-23-12. On 7-24-12, the Director talked with the Dietary Manager, determining Staff #6 had not participated in the orientation on food safety and sanitation prior to 3-23-12.

Staff #7, certified medication aide (CMA), had a hire date of 4-23-12. Staff #7 worked the evening shift and assisted with service during the supper meal. During interview, Staff #7 reported she had not yet attended an orientation on food sanitation and safe food handling as of 7-24-12. Staff #7's personnel file lacked documentation of orientation on food sanitation and safe food handling prior to Staff #7 serving meals to program tenants. On 7-24-12, the Director talked with the Dietary Manager, determining Staff #7 had not yet participated in the orientation on food safety and sanitation.

The program allowed three staff members to serve meals to program tenants prior to orienting each on food sanitation and safe food handling.

Regulatory Insufficiency: Personnel who are employed by or contract with the program and who are responsible for food preparation or service, or both food preparation and service, shall have an orientation on sanitation and safe food handling prior to handling food and shall have an annual in-service training on food protection. (IAC r. 481-69.28 (5))