

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

Complaint/Incident Intake #: 41197-C

November 16, 2012

Mr. Ron Perry, Administrator
Fox Run Assisted Living
3121 MacIneery Drive
Council Bluffs, IA 51501

**RE: Final Complaint/Incident Investigation Report – Fox Run Assisted Living,
Council Bluffs, IA**

Dear Mr. Perry:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of November 7 & 11, 2012, 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 515/281-4116 or **James.Berkley@dia.iowa.gov**

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint/Incident Intake #: 41197-C

Ron Perry, Administrator
Fox Run Assisted Living
3121 MacIneery Drive
Council Bluffs, IA 51501

Date of Complaint/Incident Investigation:

November 7 & 11, 2012

Monitor(s):

Hal L. Chase, RN BSN MPH

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:	61
Number of tenants with cognitive disorder:	10
Total Population of Program at time of on-site	71
TOTAL census of Assisted Living Program	71

Program History – The program received regulatory insufficiencies in the areas of Exit Door Alarm System and Record Checks, during this certification period.

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

A. Life Safety

Complaint/Incident Allegation: It was alleged the Program had a case of bed bugs. Bed bugs had been spotted since a tenant's room was cleaned.

- **Monitoring Observation:** An onsite investigation was completed and indicated on 8-1-12; staff reported bugs were found in Tenant #1's apartment (#103) when staff was helping Tenant #1 with daily cares. Staff reported the incident to the Program Administrator whom determined the bugs found were bed bugs.

Tenant #1 was given a bath and his/her clothes were placed in a dryer on high heat were given to Tenant #1 to wear. Tenant #1 was moved to a respite room (229) and staff bagged all of Tenant #1's clothing, clothes, bedding, pillows and linens where were immediately heat treated, folded and re-bagged for future use.

On the same day (8-1-12), the Administrator contacted a pest control company and requested an inspection of Tenant #1's apartment (#103). The inspection determined there was an infestation of bed bugs in a lift chair and mattress. The lift chair and mattress and box springs were wrapped in plastic and discarded. Tenant #1's apartment (#103) was sealed until 8-3-12 when the apartment was heat treated and two adjacent apartments (#101 and #105) were also chemically treated. On 8-6-12 staff cleaned and disinfected Tenant #1's apartment and bagging additional items left in the apartment during the treatment of 8-3-12. The Program replaced Tenant #1's mattress, box springs and bedding, along with a new television at no cost to Tenant #1.

Apartment #103 remained empty from 8-6-12 through 9-1-12. During this period the old carpet and vinyl flooring was replaced. On 8-10-12, Tenant #1's original apartment was retreated as one or two bed bugs had been seen.

On 8-17-12, the apartment was inspected and no bed bugs were found. The apartment was retreated as a precautionary measure.

Tenant #1's original apartment sat empty from 8-6-12 through 9-1-12. The apartment's carpet and vinyl floor was removed and replaced. On 9-21-12, housekeeping found a few bed bugs were found in Tenant #1's bed linen. A pest control company chemically treated Tenant #1's new apartment (#229). Tenant #1's bedding, linens and clothing were heat treated. A pest control company retreated Tenant #1's new apartment on 9-28-12, 10-5-12 and 11-5-12. No bed bugs were found.

Tenant #1 was interviewed in his/her apartment. Tenant #1 reported the actions reported by the Program were accurate and was pleased by the actions completed by the Program. Tenant #2 and #3, who resided adjacent to Tenant #1's apartment (#103), apartments #101 and #105, were interviewed and reported they had no knowledge of any insect infestation and were satisfied with the services performed by the Program.

"While a deviation from the requirement of the rules was found, it did not meet the standard set forth in rule 67.10(3) for determining that a regulatory insufficiency exists."

- Regulatory Insufficiency: None noted.