Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11965330	A. BUILDING: _____ B. WING _____	10/22/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARCADIA OAKS ASSISTED LIVING	1013 EAST GIBSON STREET ARCADIA, FL 34266

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	Initial Comments An unannounced focused control and complaint survey for #2020015806 and #2020013954 was conducted on at Arcadia Oaks Assisted Living, an assisted living facility in Arcadia, Florida. Complaint #2020015806 was substantiated at N1300. Complaint #2020013954 unsubstantiated. The following is description of the deficiency.	A 000		
A1300	Dem Emerg Order 2009 Visitation 1. Every facility must continue to prohibit the entry of any individual to the facility except in the following circumstances listed below within this Section. All facilities must require any individual who is entering the facility and who will have physical contact with any resident to wear PPE pursuant to the most recent CDC guidelines. Persons without physical contact with any resident must wear a mask. A. Family members, friends, and individuals visiting residents in end of-life situations only; B. Hospice or care workers caring for residents in end-of-life situations; C. Any individuals or providers giving necessary health care to a resident, provided that such individuals or providers (1) comply with the most recent Centers for Control and Prevention (CDC) requirements for PPE, (2) are screened for signs and symptoms of COVID-19 prior to entry, and (3) comply with the most recent control requirements of the CDC and the facility; D. Facility staff; E. Facility residents; F. Attorneys of Record for a resident in an	A1300		

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A1300	Continued From page 1	A1300		

Adult Mental Health and Treatment Facility or forensic facility for court related matters if virtual or telephonic means are unavailable;

G. Public Guardians as set forth in chapter 744, Florida Statutes, Professional Guardians as defined by subsection 744.102(17), Florida Statutes and their professional staff pursuant to subsection 744.361(14), Florida Statutes;

H. Representatives of the federal or state government seeking entry as part of his or her official duties, including, but not limited to, Long-Term Care Ombudsman program, representatives of the Department of Children and Families, the Department of Health, the Department of Elderly Affairs, the Agency for Health Care Administration, the Agency for Persons with , a protection and advocacy organization under 42 U.S.C. §15041, the Office of the Attorney General, any law enforcement officer, and any emergency medical personnel;

I. Essential caregivers and compassionate care visitors who meet the following definitions and satisfy the following criteria:

i. Essential caregivers are those who have been given consent by the resident or his or her representative to provide services and/or assistance with activities of daily living to help maintain or improve the quality of care or quality of life for a facility resident. Essential caregivers include persons who provided services before the pandemic and those who request to provide services.

1. Care or services provided by essential caregivers must be identified in the plan of care or service plan and may include bathing, , eating, and/or emotional support.

ii. Compassionate care visitors provide emotional support to help a resident deal with a

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A1300	Continued From page 2 difficult transition or loss, upsetting event, or end-of-life. Compassionate care visitors may be allowed entry into facilities on a limited basis for these specific purposes. iii. Each resident or his or her representative may designate up to two (2) essential caregivers and up to two (2) compassionate care visitors. Other than in end-of-life situations, a resident may be visited by one (1) such visitor at a time; however, an intermediate care facility or Agency for Persons with . . . . . licensed foster-care or group home facility may allow up to two (2) such visitors at a time. . Regarding essential caregivers and compassionate care visitors, the facility shall: 1. Establish policies and procedures for designation and utilizations of essential caregivers and compassionate care visitors. 2. Set a limit on the total number of visitors allowed in the facility based on the ability of staff to safely screen and monitor visitation. 3. Develop an agreeable schedule in concert with the resident and visitor, including evening and weekends, to accommodate work or childcare barriers. 4. Provide prevention and control training, including training on proper use of personal protective equipment (PPE), hygiene, and social distancing. 5. Designate key staff to support . . . . prevention and control training. 6. Screen general visitors to prevent possible introduction of COVID-19; 7. Maintain a visitor log for signing in and out. 8. Prohibit visits, except for compassionate care visits, if the resident is , or if the resident is positive for or shows symptoms of COVID-19.	A1300		

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A1300	Continued From page 3 9. Monitor visitor adherence to appropriate use of masks, PPE, and social distancing. 10. After attempts to mitigate concerns, restrict or revoke visitation if the essential caregiver or compassionate care visitor fails to follow prevention and control requirements or other COVID-19-related rules of the facility. v. Essential caregivers and compassionate care visitors shall: 1. Wear a surgical mask and other PPE as appropriate. PPE for essential caregivers and compassionate care visitors must be consistent with the most recent CDC guidance for health care workers. 2. Participate in facility-provided training on prevention and control, use of PPE, use of masks, sanitation, and social distancing, and sign acknowledgement of completion of training and adherence to the facility's prevention and control policies. 3. Comply with facility-provided COVID-19 testing, if offered; 4. Provide care or visit in the resident's room or in facility designated areas within the building. 5. Maintain social distance of at least six with staff and other residents and limit movement in the facility. vi. The facility may require essential caregivers and compassionate care visitors to submit to facility-provided COVID-19 testing so long as use of testing is based on the most recent CDC and U.S. Food and Drug Administration (FDA) guidance. J. General visitors, i.e. individuals other than essential caregivers or compassionate care visitors, under the criteria detailed below.	A1300		

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A1300	Continued From page 4 i. To accept general visitors, the facility must meet the following criteria: 1. Other than in a dedicated wing or unit that accepts COVID-19 cases from the community, the facility must have no new facility-onset of resident COVID-19 cases in the previous fourteen (14) days; 2. The facility must have fourteen (14) days with no new facility-onset of staff COVID-19 cases where a positive staff person was in the facility in the ten (10) days prior to the positive test; 3. Sufficient staff to support management of visitors; 4. Adequate PPE for staff, at a minimum; 5. Adequate cleaning and supplies; and 6. Adequate capacity at referral hospitals for the facility. ii. General visitors must: 1. Be eighteen (18) years of age or older; 2. Wear a mask and perform proper hygiene; 3. Sign a consent form noting understanding of the facility's visitation and prevention and control policies; 4. Comply with facility-provided COVID-19 testing, if offered; 5. Visit in a resident's room or other facility-designated area; and 6. Maintain social distance of at least six with staff and residents, and limit movement in the facility. iii. Before allowing general visitors, the facility shall: 1. Prohibit visitation if the resident receiving general visitors is , positive	A1300		

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A1300	Continued From page 5 for COVID-19 and not recovered (as defined by most recent CDC guidance), or , , for COVID-19; 2. Screen general visitors to prevent possible introduction of COVID-19; 3. Establish limits on the total number of visitors allowed in the facility based on the ability of staff to safely screen and monitor visitation, including limits on the length of visits, days, hours and number of visits per week; 4. Schedule visitors by , , only; 5. Maintain a visitor log for signing in and out; 6. Immediately cease general visitation if a resident-other than in a dedicated wing or unit that accepts COVID-19 cases from the community-tests positive for COVID-19, or is exhibiting symptoms indicating that he or she is presumptively positive for COVID-19, or a staff person who was in the facility in the ten (10) days prior tests positive for COVID-19; 7. Monitor visitor adherence to appropriate use of masks, PPE, and social distancing; 8. Notify and inform residents and their representatives of any changes in the facility's visitation policy; 9. Clean and visiting areas between visitors and maintain handwashing or sanitation stations; and 10. Designate staff to support -prevention and control education of visitors on use of PPE, use of masks, sanitation, and social distancing. . Facilities allowing general visitation shall enable general visitation as described in either or both paragraphs 1 and 2 below: 1. Provide outdoor visitation spaces that	A1300		

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A1300	Continued From page 6 are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices if needed. 2. Create indoor visitation spaces for residents in a room that is not accessible by other residents, or in the resident's private room if the resident is bedbound and for health reasons cannot leave his or her room. v. Each resident or his or her representative may designate up to five (5) general visitors. A resident may be visited by no more than two (2) general visitors at a time. vi. Each facility may require general visitors to submit to facility provided COVID-19 testing so long as use of testing is based on the most recent CDC and FDA guidance. K. Barbers and beauty salons may resume services to residents with the following precautions: i. Services are permissible only if: 1. Other than in a dedicated wing or unit that accepts COVID-19 cases, the facility has had no new facility onset of resident COVID-19 cases in the previous fourteen (14) days; and 2. Fourteen (14) days have passed with no new staff COVID-19 cases where a positive staff person was in the facility in the ten (10) days prior to the positive test. ii. Barbers and salon staff must wear surgical masks, gloves, practice . . hygiene, and follow the same requirements as essential caregivers; iii. Waiting customers must follow social distancing guidelines; . Residents receiving services must wear . . . masks; v. Services are only provided to facility residents, not outside clients or guests;	A1300		

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A1300	Continued From page 7 vi. Services may not be provided to a resident who tests positive for COVID-19 or is exhibiting symptoms indicating that he or she is presumptively positive for COVID-19; and vii. Service and salon areas must be properly cleaned and , and equipment must be sanitized between residents. 2. Individuals seeking entry to the facility, under the above section 1, will not be allowed to enter if they meet any of the screening criteria listed below: A. Any person with COVID-19 who does not meet the most recent criteria from the CDC to end . B. Any person showing, presenting signs or symptoms of, or disclosing the presence of a , , , including , chills, , , repeated shaking with chills, new loss of taste or smell, or any other COVID-19 symptoms identified by the CDC. C. Any person who has been in contact with any person(s) known to be with COVID-19, who does not meet the most recent criteria from the CDC to end isolation. 3. Residents leaving the facility temporarily for medical or other activities, and residents receiving visits from health care providers, must wear a mask, if tolerated by the resident's condition. All residents must be screened upon return to the facility. protection should also be encouraged. should be scheduled through the facility or group home to ensure proper screening and adherence to control measures. 4. All visitors must immediately inform the facility	A1300		

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A1300	Continued From page 8 if they develop a or symptoms consistent with COVID-19, or test positive for COVID-19 within fourteen (14) days of a visit to the facility. 5. Documentation showing compliance with the following requirements must be kept for all visitation within a facility: A. Individuals entering a facility must be screened. To achieve this purpose, a facility may use a standardized questionnaire or other form of documentation. B. The facility is required to maintain documentation of all non-resident individuals entering the facility. The documentation must contain: i. Name of the individual entering the facility; ii. Date and time of entry; and iii. The screening mechanism used by the facility to conclude that the individual did not meet any of the enumerated screening criteria. This documentation must include the screening employee's printed name and signature. This Statute or Rule is not met as evidenced by: Based on observation, staff interview, and, record review the facility failed to follow the Emergency Order, DEM ORDER NO. 20-009 dated , in response to the COVID-19 public health emergency by failing to ensure visitors entering the facility are screened with questions of potential contact with persons with COVID-19, ensuring all visitors are screened for a temperature prior to being allowed entry into the facility and, failing to designate a staff member to ensure that visitors entering are trained in the use of personal protective equipment (PPE). The lack of appropriate screening of all visitors entering the facility resulted in a potential for staff	A1300		

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A1300	Continued From page 9 and residents to come in contact and become with COVID-19 by a visitor with the . The findings included According to DEM-ORDER NO. 20-009 dated . . . . . , "Individuals seeking entry to the facility, under the above section 1, will not be allowed to enter if they meet any of the screening criteria listed below: ...Any person who has been in contact with any person(s) known to be . . . . . with COVID-19, who does not meet the most recent criteria from the CDC to end isolation ... Individuals entering a facility must be screened. To achieve this purpose, a facility may use a standardized questionnaire or other form of documentation ... The facility is required to maintain documentation of all non-resident individuals entering the facility. The documentation must contain ...The screening mechanism used by the facility to conclude that the individual did not meet any of the enumerated screening criteria. This documentation must include the screening employee's printed name and signature." On . . . . . at 9:15 a.m., the staff was observed taking the temperature of a visitor entering the facility and having the visitor sign a visitation log. No screening questions of potential contact with a positive COVID person was asked of the visitor. The visitor was not asked to sign that he had no known potential contact with any person . . . . . with COVID-19. On at 10:15 a.m., the Facility Manager said visitors that have scheduled an . . . . . to see residents are asked to sign an acknowledgement of the facility policy for visitation. The Facility Manager said nurses,	A1300		

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A1300	Continued From page 10 physical [illegible] and essential workers are not asked to sign the visitation policy. The Facility Manager said they have their temperature checked and they are then asked to sign a logbook. The Facility Manager said essential workers visiting residents are not asked any screening questions for COVID-19 and essential workers are not required to sign that they have had no known contact with a person [illegible] with COVID-19. According to DEM-ORDER NO. 20-009 dated [illegible], "Individuals seeking entry to the facility, under the above section 1, will not be allowed to enter if they meet any of the screening criteria listed below ... Any person showing, presenting signs or symptoms of, or disclosing the presence of a [illegible], including [illegible], chills, [illegible], repeated shaking with chills, new loss of taste or smell, or any other COVID-19 symptoms identified by the CDC." Review of the visitor log showed twenty-two times during the month of [illegible], visitors signed in and out of the logbook without documentation of the visitor's temperature being taken prior to entering the facility. On [illegible] at 11:00 a.m., the Facility Manager verified 22 times staff failed to ensure visitors had temperatures obtained prior to entering the facility. She said could not explain how this had occurred. According to DEM-ORDER NO. 20-009 dated [illegible], "Before allowing general visitors, the facility shall ... Designate staff to support [illegible]-prevention and control education of visitors on use of PPE, use of masks,	A1300		

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A1300	Continued From page 11 sanitation, and social distancing." On . . . . at 12:30 p.m., the Facility Manager said she was not aware of visitors receiving any training on the use of PPE prior to entering the facility. The Facility Manager verified there was no known staff designated to ensure visitors are trained in control and the use of PPE prior to being allowed to enter the facility. The Facility Manager said visitors are supposed to have their temperature taken, sign the facility logbook and, sign the facility policy to visitation. Class III	A1300		