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
	AL11963865	A. BUILDING: _____ B. WING _____	01/27/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PACIFICA SENIOR LIVING SUNRISE	4201 SPRINGTREE DRIVE SUNRISE, FL 33351

(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 Complaint (#2023001264) and Generator Monitoring Survey was conducted on through at Pacifica Senior Living Sunrise. The facility had a deficiency identified related to the Complaint at the time of the survey.	A 000		
A 092	59A-36.012(1) FAC Food Service - General Responsibilities (1) GENERAL RESPONSIBILITIES. When food service is provided by the facility, the administrator, or an individual designated in writing by the administrator, must be responsible for total food services and the day-to-day supervision of food services staff. In addition, the following requirements apply: (a) If the designee is an individual who has not completed an approved assisted living facility core training course, such individual must complete the food and nutrition services module of the core training course before assuming responsibility for the facility's food service. The designee is not subject to the 1 hour in-service training in safe food handling practices. (b) If the designee is a certified food manager, certified dietary manager, registered or licensed dietitian, dietetic registered technician, or health department sanitarian, the designee is exempt from the requirement to complete the food and nutrition services module of the core training course before assuming responsibility for the facility's food service as required in paragraph (1)(a) of this rule. (c) An administrator or designee must perform his or her duties in a safe and sanitary manner. (d) An administrator or designee must provide regular meals that meet the nutritional needs of residents, and therapeutic diets as ordered by the	A 092		

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A 092	Continued From page 1 resident's health care provider for residents who require special diets. (e) An administrator or designee must comply with the food service continuing education requirements specified in rule 59A-36.011, F.A.C. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure a clean and pest free environment. As evidenced by failing to address and prevent the known existence of a rat infestation in the facility kitchen since . . . . , exposing residents, staff and visitors to the potential carrying rodent infestation with subsequent observations of rat excrement in the kitchen where food is stored, prepared and served to the facility residents. The findings included: On . . . . . the Assisted Living Facility (ALF) had a census of 114 residents with a total capacity of 200 residents. The residents of the facility require assistance with activities of daily living and receive breakfast, lunch and dinner meals prepared onsite in the ALF kitchen. A review of an anonymous report and video received by the Agency for Health Care Administration on , revealed live rat activity in the facility's kitchen. Two rats were observed on the video, one running up a pole in the kitchen with a piece of bread in its . . . towards a vent in the kitchen ceiling, with a second rat attempting to retrieve the piece of bread from the first rat. The first rat holding the piece of bread in its . . . . , was then observed to retreat down the pole landing on the counter below. The date of the video was not available.	A 092		

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A 092	Continued From page 2 During a tour of the kitchen conducted on at 10:33 AM, observation of fresh rat droppings on top of a box in the storage room housing the ALF's 3-day emergency food supply was identified by the State Department of Health who is responsible for overseeing and conducting annual inspections of the facility's kitchen. Additionally, during the tour of the facility's kitchen on this Surveyor observed a large rat trap under the sink on the North wall in addition to rat droppings in the large free-standing mixer, the free-standing/rolling plate warmer, under the juice and soda dispenser and on the floor of the kitchen. This Surveyor also observed a rat in the receiving area outside the double-doors leading into the kitchen. (Photographic evidence obtained.) During an observation conducted of the kitchen on at 11:16 AM, this Surveyor observed a yellow/black plastic container underneath the shelving in the dry food emergency food supply room located in the Southwest section of the kitchen by the walk-in refrigerators. This was identified as bait for killing rats and mice. Observation also revealed food particles and trash under tables and shelves, under the rubber floor mats, and drain covers that were old and rusted. Observation of the inside of the drains revealed they appeared dirty, and the drain grate covering appeared rusted. Additionally, the drywall underneath the sink by the dishwasher on the Southeast area of the kitchen had holes, and an untapped drainpipe, both of which could provide rat access. (Photographic evidence obtained.) In an interview conducted with the facility's Dietary Chef Manager on at 10:07	A 092		

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A 092	Continued From page 3 AM, he stated they had a rat issue, and he has observed the rats. He mentioned the condition of the kitchen, in relation to the existence of rats in the kitchen, existed prior to his employment beginning on . . . . . but he would not offer any additional information. Undated confidential video evidence gathered by a local media reporter prior to this Surveyor's visit on . . . . . , clearly showed the Dietary Chef Manager carrying a rat trapped on a glue board and disposing of it in the facility's outside garbage dumpster. In an interview conducted with Dietary Server Staff A on . . . . . at 10:20 AM, he stated he began employment with the facility on working in the kitchen, however denied seeing any rats. This Surveyor showed him the rat trap under the sink on the North wall and asked if he knew what it was. He stated it was a rat trap. In an interview conducted with Dietary Server Staff B on . . . . . at 10:22 AM, he stated he works in the kitchen and when speaking of the rats, "they have not gotten him yet." Staff B would not offer any additional information. In an interview conducted with Dietary Server Staff C on . . . . . at 11:09 AM, he stated he began his employment with the facility working in the kitchen on . . . . . , however did not know about the rats. This Surveyor showed him the large rat trap under the sink on the North wall and asked if he knew what it was. He replied, yes, a rat trap. In an interview conducted with Dietary Server/Cook Staff D on at 11:11 AM, she stated she began employment with the facility working as a server for the kitchen on	A 092		

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A 092	Continued From page 4 . . . . . She stated, "I haven't seen him (rat) lately." In an interview conducted with the Administrator on . . . . . at 2:01 PM, the Administrator stated the issue with the rats started about 6 weeks ago, around Thanksgiving and the Dietary Manager noticed it first. She stated she called the pest control company immediately and they took their time coming out. The Administrator did not elaborate on what taking their time coming out meant. In an interview conducted with the Administrator and Continuous Improvement . , ... on . . . . . at 10:38 AM, the Administrator restated they were made aware of the infestation about 6 weeks ago, sometime in . . . . . of 2022. She stated they immediately called the pest control company to report it and they came out in . . . . . . A review of the pest control Invoice Service Ticket dated . . . . . , documented they inspected the ceiling in the kitchen for rodent activity and no activity was found, but they did place several glue boards around in various places. It also documented a recommendation the facility clean and sanitize the kitchen, clean the debris from the kitchen's common product preparation and receiving areas, clean the drains, remove the debris from under shelves, clean under the mats and remove spillage in the kitchen. Observation of the kitchen on . . . . . by this Survey and the Department of Health, revealed the pest control recommendation made on . . . . . of an unsanitary kitchen environment still existed. In an interview conducted with the Maintenance Director on . . . . . at 12:40 PM, he stated that he first learned of the rat problem about 6	A 092		

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A 092	Continued From page 5 weeks ago when the kitchen staff told him that they heard noises in the ceiling within the kitchen. He stated he called the pest control company immediately and notified the facility's Executive Director. He said that he did not do anything on his own, he simply waited for the pest control company representatives to arrive. In an interview conducted with the facility's Dietary Chef Manager on at 11:22 AM, he stated Staff E observed a rat this morning when she went to put her purse in the dry food storage where employees place their personal items. He stated he was not there at the time, but the pest control company was called immediately, and they came and got them. In an interview conducted with Dietary Staff E on . . . . . at 10:53 AM, she stated she entered the of the kitchen this morning between 7:30 AM and 8:00 AM. While on her way to place her purse on a hook, she saw a rat scamper across the floor and entered a nearby closet. She stated she immediately called the Executive Director who then called the pest control company. Dietary Server Staff C stated she stood outside of the closet, stamping her . . , to make sure that the rat did not exit the closet. In an interview conducted with the pest control representative on . . . . . at 12:02 PM while at the facility, he stated they came out yesterday . . . . . for the rats. He stated they put 40 rat traps in the kitchen ceiling and the technician is going to come tonight to do a deeper investigation. During the interview the pest control company's representative provided an inspection report dated outlining their recommendations. A review of the report revealed recommendations that the facility remove trees	A 092		

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A 092	Continued From page 6 from touching the building, screen pipes on the roof, screen vents on the roof, repair damage on the large exhaust on the roof, repair foundation at the of the rollup door by the kitchen, repair tile damage above the rollup door, screen all open vents, seal door gaps and clean the outside area by the garbage dumpster. Observation of these areas by this Surveyor on , revealed the facility had not begun making any of the recommended repairs as of that date. During the interview with the pest control representative, he was shown a picture of a (name of rat bait tray) bait tray that was observed under a shelf in the dry food storage room and an inquiry made if this was the treatment their company uses. The pest control representative stated "No, we do not put bait inside the buildings, further stating that a rat could eat it and get it into the food. He further stated doing so is not good and they would never put rat baits inside a building." Observation of the rat bait traps inside the kitchen confirmed the facility was placing the bait traps in the kitchen which was not a recommendation by the pest control company. The pest control representative further stated in the interview on at 12:02 PM, he himself was made aware of the rat issue on , and he has had a technician at the facility every week, and they started trapping the rats on . A review of the Service Ticket revealed that a technician checked the traps on the . The pest control representative further stated another technician was at the facility on trapping the rats and there was also evidence there was a technician at the facility trapping rats on . A review of the facility's kitchen sanitation policy document entitled Pacifica Sunrise Grand Dining	A 092		

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A 092	Continued From page 7 Room Weekly Deep Cleaning document revealed the following: -Disassemble the Juice Machine, Soda Machine and Coffee Machine wipe down all parts with sanitizing solution. Take off nozzles when applicable and soak in hot water and replace. -Clean and wipe down the Ice Machine. -Defrost, wipe and clean the Ice Cream Freezer. -Clean and wipe down the reach in refrigerator inside and out including shelves. -Wipe down all exit and entrance doors to the kitchen area. -Clean and wipe down any containers from condiments used during serving times. -Clean and wipe down the Grand Dining Room Coffee bars. -Make sure all areas dry storage and refrigerator are organized and free from spills or drips. A review of the pest control company's Invoice Service Tickets revealed a ticket dated . . . . . documenting - Cleanliness needs immediate improvement to help minimize the potential for rat activity. It also documented rodent traps were added through the area of concern (kitchen), and that multiple follow-up visits were scheduled (documentation obtained). A review of the kitchen by this Surveyor and the Department of Health on and . . . . . revealed the facility had not followed the recommendation for improving the cleanliness and sanitation of the kitchen as evidenced by observation of food particles and debris under sinks, soda/juice dispenser and under the floor mats (Photographic evidence and documentation was obtained.) Additional review of the facility's . . . . . Pest Control company's Invoice Service Tickets	A 092		

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A 092	Continued From page 8 revealed the following: . . . . . - Inspected and treated all kitchen areas. Placed rodent traps in kitchen areas. No pest activity present at the time of inspection and services. Scheduling a trapping with Chef. It also recommended cleaning and sanitizing the kitchen, food preparation areas, food storage/receiving areas, product preparation/receiving area and storage room. - Inspected the ceiling in the kitchen for rodent activity. No activity found but placed several glue boards around in various locations. All the exterior bait boxes were replaced with new bait. It also recommended cleaning and sanitizing the kitchen, food preparation areas, food storage/receiving areas, product preparation/receiving area and storage room. Clean dishwashing area, under shelves, under mats and remove spillage. . . . . . - Addressed the bait traps as well as the kitchen and addressed it already with the service manager. It also documented a recommendation was made to cleaning and sanitize the kitchen, food preparation areas, food storage/receiving areas, product preparation/receiving area and storage room. Clean dishwashing area, under shelves, under mats and remove spillage. . . . . . - Inspected and treated all kitchen areas. Placed rodent traps above ceiling tiles. No pest activity present at the time of inspection/service. It also recommended cleaning/sanitizing the kitchen, food preparation areas, food storage/receiving areas, product preparation/receiving area and storage room. Clean dishwashing area, under shelves, under	A 092		

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A 092	Continued From page 9 mats and remove spillage. . . . . . - Inspected the ceiling in the hallway and the kitchen area for rodent activity. After a thorough inspection I found eight rodents in snap traps and glue board in various locations around the surrounding area. I removed them and replaced some snap traps where needed. A follow-up will be done within 48 hours. It also recommended cleaning the debris that was present, cleaning and sanitizing the area and remove spillage in the kitchen. (11:07 AM) - Service provided. 2 rats caught: 1 above ceiling and 1 by dumpster. More sanitation needed to avoid pest activity. It also documented debris was observed and a recommendation that the facility clean drains, under mats, remove spillage, clean and sanitize the kitchen area. (4:01 PM) - Technician placed traps in maintenance areas, technician also placed stickers where traps are located technician spoke with management also to let him know where traps are located. It also documented a recommendation was made that the facility clean and sanitize the kitchen, clear the debris, remove spillage and clean under mats. . . . . . - As requested technician install and set will provide 40 bait traps on kitchen ceiling and check and replace some on corridor ceiling too, technician explain to the customer need repair holes in ceiling and from the exterior. It also documents that a recommendation was made for the facility to clean and sanitize the kitchen, clear the debris in the kitchen and clean the drains.	A 092		

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A 092	Continued From page 10 Review of the above pest control company tickets dated through indicated possible rat activity was known as early as . It also documented that on each visit, the pest control company recommended the facility address the cleanliness and sanitation of the kitchen in an effort to avoid pest activity. This included cleaning and sanitizing the kitchen, cleaning the drains, removing debris from under shelves, debris from under floor mats and removing spillage. Additional review of the facility's pest control company's Invoice Service Tickets provided by the Administrator, revealed that during the pest control company's standard pest control visits, observation was also made of the kitchen. Review of the tickets with service dates of , , , and documented recommendations for the facility to clean and sanitize the area, clean the drains, remove debris under shelves, debris present under mats and remove spillage. Observation during the visit by this Surveyor and the Department of Health on revealed the kitchen's sanitation and cleanliness issues outlined in the pest control's inspection tickets were still present during the observation visit conducted on . During the visit to the facility on by this Surveyor and the Department of Health, who is charged with inspection and granting permits for the operation of commercial kitchens, observation by this Surveyor and the Department of Health representative revealed the recommendations from the pest control company had not been addressed. Specifically, the sanitation issues identified in the kitchen, cleaning under floor mats, under shelves,	A 092		

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A 092	Continued From page 11 cleaning the dishwasher area, removing debris from under shelves, and removing spillage were observed to still be present. In addition, the facility did not at any time implement sanitary measures to prevent rats from seeking and eating food in the kitchen. As a result, observation on . . . . . by this Surveyor and the Department of Health representatives, revealed the presence of rat droppings under the soda/juice dispensers located on large metal tables in the kitchen, in the large free-standing mixer, in the free-standing/rolling plate warmer, chewed open food containers, food and debris under tables and shelves throughout the kitchen. As a result, the Department of Health onsite inspection ceased operation of the facility's kitchen until the rat infestation has been resolved. The facility was issued a citation, and directed by the Department of Health to close the kitchen until a re-inspection was conducted ensuring a Satisfactory sanitation certification could be issued. In an interview conducted with representatives from the Department of Health on at 3:36 PM, they stated the facility is now complying with prior recommendations made by the pest control company to include: -The facility competed the roof inspection today, , and confirmed that all the openings were meshed, so that part is complete. -Trees are being cut today and should be completed by tomorrow . . . . . . -The pest control company will be conducting an inspection of all the rat traps tonight, ... , and will be providing the Department of Health an update. Per their service contract they come three times per week. -They are not comfortable reinstating their food permit until the rat issue is resolved.	A 092		

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A 092	Continued From page 12 -The Department of Health will be . . . to tomorrow afternoon to do a reinspection around 2:00 PM. -The food will continue to be catered until they receive Department of Health approval to reopen the kitchen. -The kitchen reopening is contingent upon them receiving a Department of Health Satisfactory reinspection. The facility did not timely implement the pest control recommendations for remediation of the rat infestation in the kitchen and failed to comply with the recommended sanitation cleaning measures. The facility failed to provide staff training or follow-up training and procedural methods of dietary sanitation designed to prevent rat infestation. Residents, staff and visitors, who have eaten meals prepared in the rat infested kitchen, were at jeopardy of experiencing an illness related to possible contamination from exposure to rat droppings observed throughout the kitchen, food storage areas, dumpster area, and bait pesticide contained in the commercially purchased rat bait observed under a shelf in the dry food storage room, which was not recommended by the pest control company. Additionally, there was the potential of possible harm related to be being bitten by the rats. The facility's failure to remedy the rat infestation situation in a timely manner and failure to maintain a sanitary kitchen put all residents, staff and visitors who consumed the food stored, prepared and served by the facility at risk for food borne illness. Class I	A 092		