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
	AL11911596	A. BUILDING: _____ B. WING _____	03/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OASIS LIVING QUARTERS LLC	2855 WEST COMMERCIAL BLVD FORT LAUDERDALE, FL 33309

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A 000	Initial Comments An unannounced Complaint survey (#2025002917, 2025002952 & #2025003153) was conducted on at Oasis Living Quarters, LLC. The facility had deficiencies identified related to Complaint #2025002917, #2025002952 & #2025003153 at the time of the survey.	A 000		
A 030	59A-36.007(5) FAC; 429.28( ) FS 429.27 Resident Care - Rights & Facility Procedures 59A-36.007 (5) RESIDENT RIGHTS AND FACILITY PROCEDURES. (a) A copy of the Resident Bill of Rights as described in Section 429.28, F.S., or a summary provided by the Long-Term Care Ombudsman Program must be posted in full view in a freely accessible resident area, and included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. (b) In accordance with Section 429.28, F.S., the facility must have a written grievance procedure for receiving and responding to resident complaints and a written procedure to allow residents to recommend changes to facility policies and procedures. The facility must be able to demonstrate that such procedure is implemented upon receipt of a complaint. (c) The telephone number for lodging complaints against a facility or facility staff must be posted in full view in a common area accessible to all residents. The telephone numbers are: the Long-Term Care Ombudsman Program, 1(888)831-0404; , Rights Florida, 1(800)342-0823; the Agency Consumer Hotline 1(888)419-3456, and the statewide toll-free telephone number of the Florida Hotline, 1(800)96- or 1(800)962-2873. The	A 030		

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A 030	Continued From page 1 telephone numbers must be posted in close proximity to a telephone accessible by residents and the text must be a minimum of 14-point font. (d) The facility must have a written statement of its house rules and procedures that must be included in the admission package provided pursuant to Rule 59A-36.006, F.A.C. The rules and procedures must at a minimum address the facility's policies regarding: 1. Resident responsibilities; 2. and tobacco use; 3. Medication storage; 4. Resident elopement; 5. Reporting resident , neglect, and , ; 6. Administrative and housekeeping schedules and requirements; 7. control, sanitation, and standard precautions; 8. The requirements for coordinating the delivery of services to residents by third party providers; 9. Assistive devices; and 10. Physical . (e) Residents may not be required to perform any work in the facility without compensation. Residents may be required to clean their own sleeping areas or apartments if the facility rules or the facility contract includes such a requirement. If a resident is employed by the facility, the resident must be compensated in compliance with state and federal wage laws. (f) The facility must provide residents with convenient access to a telephone to facilitate the resident's right to unrestricted and private communication, pursuant to Section 429.28(1)(d), F.S. The facility must allow unidentified telephone calls to residents. For facilities with a licensed capacity of 17 or more residents in which residents do not have private telephones, there	A 030		

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A 030	Continued From page 2 must be, at a minimum, a readily accessible telephone on each floor of each building where residents reside. 429.28 Resident bill of rights.- (1) No resident of a facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to: (a) Live in a safe and decent living environment, free from and neglect. (b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy. (c) Retain and use his or her own clothes and other personal property in his or her immediate living quarters, so as to maintain individuality and personal dignity, except when the facility can demonstrate that such would be unsafe, impractical, or an infringement upon the rights of other residents. (d) Unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m. at a minimum. Upon request, the facility shall make provisions to extend visiting hours for caregivers and out-of-town guests, and in other similar situations. (e) Freedom to participate in and benefit from community services and activities and to pursue the highest possible level of independence, autonomy, and interaction within the community. (f) Manage his or her financial affairs unless the resident or, if applicable, the resident's representative, designee, surrogate, guardian, or	A 030		

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A 030	Continued From page 3	A 030		

attorney in fact authorizes the administrator of the facility to provide safekeeping for funds as provided in s. 429.27.
(g) Share a room with his or her spouse if both are residents of the facility.
(h) Reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals except when prevented by inclement weather.
(i) Exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor any attendance at religious services, shall be imposed upon any resident.
(j) Assistance with obtaining access to adequate and appropriate health care. For purposes of this paragraph, the term "adequate and appropriate health care" means the management of medications, assistance in making , , for health care services, the provision of or arrangement of transportation to health care , , , and the performance of health care services in accordance with s. 429.255 which are consistent with established and recognized standards within the community.
(k) At least 45 days' notice of relocation or termination of residency from the facility unless, for medical reasons, the resident is certified by a physician to require an emergency relocation to a facility providing a more skilled level of care or the resident engages in a pattern of conduct that is harmful or offensive to other residents. In the case of a resident who has been adjudicated mentally , , the guardian shall be given at least 45 days' notice of a nonemergency relocation or residency termination. Reasons for relocation must be set forth in writing and provided to the resident or the resident's legal representative. The notice must state that the

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A 030	Continued From page 4 resident may contact the State Long-Term Care Ombudsman Program for assistance with relocation and must include the statewide toll-free telephone number of the program. In order for a facility to terminate the residency of an individual without notice as provided herein, the facility shall show good cause in a court of competent jurisdiction. (l) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without , interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups. (2) The administrator of a facility shall ensure that a written notice of the rights, , and prohibitions set forth in this part is posted in a prominent place in each facility and read or explained to residents who cannot read. The notice must include the statewide toll-free telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the telephone number of the local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and, if applicable, , Rights Florida, where complaints may be lodged. The notice must state that a complaint made to the Office of State Long-Term Care Ombudsman or a local long-term care ombudsman council, the names and identities of the residents involved in the complaint, and the identity of complainants are kept confidential pursuant to s. 400.0077 and that retaliatory action cannot be taken against a	A 030		

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A 030	Continued From page 5 resident for presenting grievances or for exercising any other resident right. The facility must ensure a resident's access to a telephone to call the State Long-Term Care Ombudsman Program or local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and , Rights Florida. 429.27 Property and personal affairs of residents.- (1)(a) A resident shall be given the option of using his or her own belongings, as space permits; choosing his or her roommate; and, whenever possible, unless the resident is adjudicated , or , under state law, managing his or her own affairs. (b) The admission of a resident to a facility and his or her presence therein shall not confer on the facility or its owner, administrator, employees, or representatives any authority to manage, use, or dispose of any property of the resident; nor shall such admission or presence confer on any of such persons any authority or responsibility for the personal affairs of the resident, except that which may be necessary for the safe management of the facility or for the safety of the resident. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to provide a 45-day Notice of their closure to 35 of 35 Residents remaining at the facility (Resident#s). And provide placement assistance in a manner that did not violate their freedom of choice. The Findings Include:	A 030		

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A 030	Continued From page 6 A review of the facility's Resident Agreement documented the following relative to termination of residency: Termination by Us(the facility) Upon Forty-Five (45) Days Prior Written Notice: We may terminate this agreement at any time and for any reason by delivering to you a notice of termination at least 45 days prior to the date of termination set forth in our notice. Immediate Termination by Us Upon Written Notice: At any time during the Term, and effective immediately upon delivery of a written notice of termination to you and if applicable, your Responsible Person(s), we may terminate Agreement and right to live in our Community if we determine that: (1) For medical reasons you are certified by a physician to require an emergency relocation to a facility providing a more skilled level of care. (2) The resident engages in a pattern of conduct that is harmful or offensive to the residents. (3) Your urgent medical or health needs require immediate transfer to another facility or to a health care facility. On at 8:45 AM, upon arrival to the facility this surveyor observed a marquee at the front/main entrance of the facility announcing, "(Name) Apartments Luxury Rentals," and "Now Leasing Move In Special 1- and 2 - bedroom Apartments." Observation was also made of a Grand Opening, Welcome and Available Now banners used to announce the opening and availability of the rental apartments (photos obtained). Upon entering through the double doors that	A 030		

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A 030	Continued From page 7 served as the main entrance during this surveyor's visit to the facility on - , observation was made of interior renovations that were made since the visit. Specifically, the main entrance is now used for the Apartment Rental section. The opening/doors that previously led onto the facility's main dining room on the first floor had been walled in and a mural painted on it. Observation was also made of an apartment rental agent sitting in the lobby, who stated the entrance to the Assisted Living was through a single white door on the Northeast wall of the main lobby. Upon entering the unlocked door, observation was made of the conference room used by this surveyor during previous surveys at the facility. Observation was also made of the entrance to Assisted Living, which is now located on the Northeast side of the building along with the reception area, neither of which existed during previous visits (photos obtained). In an interview with the Executive Director (Administrator), Staff A on at 9:46 AM he stated that everything to the East section of the main building is Assisted Living (AL) and Memory Care Unit (MCU). He stated they moved everyone into this section so that they could provide a better continuum of care for the Residents on one side. And that doing so would prevent them from having to triple-up on everything, and that Management decided it would assist in better care as it was better to have everything in one building. He further stated the other side (West section and buildings) was rental apartments for people 55 years and over. This surveyor asked him where the Independent Living residents were moved to, and he stated they are in the AL section as well. This surveyor asked if they were located on a separate floor,	A 030		

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A 030	Continued From page 8 and he stated they are all mixed together among the AL Residents. In an interview with the Administrator, Staff A on at 9:59 AM this surveyor asked him if the facility had been sold, and he stated it had not been sold. This surveyor then asked the Administrator if they were discontinuing their Assisted Living and Memory Care residency, and he stated they were not. He further stated that they only moved all the Memory Care residents from the Memory Care building (A stand-alone building located to the East of the Assisted Living building and separated by the Eastern section of the parking lot), into the AL building so they could receive better care. In an interview with the Administrator, Staff A on at 10:00 AM a request was made for the current Resident Census, which he provided. A review of the documents revealed there were only 40 residents documented: 15 Residents in the Memory Care Unit (MCU), and 25 Residents in the Assisted Living (AL) section. Further observation of the Memory Care Unit document (Census) provided to this surveyor revealed it was dated . A request was made to the ED/Administrator for an updated list, and he stated the list provided was current. However, during the tour of the MCU on , observation by this surveyor revealed only eight (8) Residents were present in the Unit. No additional documentation was provided during the survey. In an interview with the Administrator, Staff A on at 10:03 AM this surveyor informed him that there were over 100 Residents during his last visit in , and asked for an explanation for the drastic decrease in their	A 030		

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A 030	Continued From page 9 Census. He stated it was because the facility experienced a lot of deaths, which he repeated several times during the interview. This surveyor asked if any Residents were discharged due to non- related reasons, and he stated there were Residents who moved out, but he did not know where they went because they don't tell them where, they just leave. This surveyor asked for their Admission-Discharge logs, and he stated he did not have them. He was reminded that all facilities are required to have them, to which he stated he would go look for them. The Administrator came into the conference room approximately 10 minutes later and provided this surveyor with an Admission/Discharge document (copy obtained). A review of the document revealed it did not have the reason for the discharge, or where the Resident was discharged to. This surveyor requested updated admission/discharge logs documenting the reason for the discharge, and the location to which they were discharged. He stated their system did not capture that information. However, a list with the information for some of the facility's residents was provided during the survey (copy obtained). During the tour of the facility with the Administrator, Business Office Manager (as identified) and Maintenance Director on between 10:16 AM and 10:34 AM, observation was made of the first, second and third floors (the fourth floor was closed for renovations). Observation during the tour revealed very few doors had Resident names indicating it was occupied; and only eight (8) Residents were observed in the Memory Care Unit (MCU).	A 030		

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A 030	Continued From page 10 In an interview on at 10:35 AM this surveyor asked the Administrator (while riding in the elevator to go to the conference room with him, the Business Office Manager and Maintenance Director) if the facility was keeping its (AL) Assisted Living and Memory Care Unit indefinitely, with no intent to eliminate it. He stated there was no intention by the company to discontinue their Assisted Living and Memory Care participation at all, and they would not be doing so. In an interview with the Wellness Director, Staff B on at 11:31 AM she stated she is new and had been working at the facility for only two (2) months and she is not sure what is going on. She stated she was not present at the facility meeting when Residents were told they had to move as she was checking on another resident that was in a rehab facility. In an interview with the Administrator, Staff A on at 11:45 AM this surveyor reminded him that the Admission Discharge/Staff Schedule had not been provided. He stated the Wellness Director was getting it. This surveyor stated that if it was in a binder as opposed to electronic, he could just bring the binder. He responded that the facility's Admission and Discharges were in a binder. This surveyor informed him that he could just bring the binder for review. He responded that Independent Living residents were also in the binder, so the Wellness Director was working on it for him. This surveyor informed him again that he could just bring the binder for review. He said okay and walked out of the room. He returned at 11:49 AM and provided this surveyor with a list. A review of the list revealed it was an incomplete list (copy obtained).	A 030		

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In an interview with the Administrator, Staff A on at 12:19 PM a request was made for the Admission/Discharge list provided to be updated to identify why the person left (I.E. higher level of care,) and where they went to if they just moved out. He stated he did not have that information. This surveyor informed him that Admission/Discharge logs should identify the Resident, the reason for the discharge and where they were discharged to. He stated their software did not contain the reason for the moveout and where they went. This surveyor informed him that we could pull numerous Resident files to gather the information; to which he responded he would take a look to see what can be done. This surveyor asked him when residents began moving out of the facility due to the renovations, and he stated the moveouts started in late of 2024.

In an interview with the Administrator, Staff A on at 12:31 PM, he stated the reason a lot of Residents move out was because of the previous nurse they had. He stated she was rude and that is why they lost a lot of people. He also stated in the interview that they had some Long Term Care (LTC) Residents, and their case managers were notified that they were closing. He also stated they did not take Medicaid, and that they haven't taken Medicaid since he's been at the facility. This surveyor informed and/or reminded him that the (LTC) Program is a Medicaid program. He further stated that residents who have moved out since , notified them (facility) that they were moving out because they either couldn't afford to pay, their friends had , , their families wanted them closer to where they were, and a host of other reasons. He stated that the facility will remain an ALF (Assisted Living Facility), and that

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the moves were just their intent to renovate it. He stated no Residents have been told that they have to move out.

In an interview with the Administrator, Staff A on at 12:24 PM he stated he had spoken with someone in the Agency's (Agency for Health Care Administration - AHCA) Headquarters about 10 days ago and "informed them of the possibility of changing people out and stuff like that. Meaning, if they move out for renovation, then they could come ." He stated it was regarding renovations. This surveyor requested documentation of the notification he provided to the Agency. No documentation was provided during the survey.

In an interview with Resident #1 on at 12:36 PM she stated the Executive Director (Administrator) told everybody they had to be out. She stated they gave no advance warning and no written notice. She stated they told them last year when they moved them into the main building, that they were renovating the building she was in previously (which is now rental apartments) and promised them that they would move after the renovation, but that was a lie, they were not allowed to move . She stated then they did the same thing again, but this time they have to leave.

In an interview with Resident #2 on at 12:41 PM he stated that all the residents had been told they have to leave but have received nothing in writing. He stated he received the information in a meeting that was held last Wednesday (,) and was told they are "closing it down."

In an interview with Resident #3 and his Private

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(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 030	Continued From page 13 Duty Aide (PDA) on at 1:46 PM, the PDA stated they were told all the Residents had to move out. She stated they received no notice in writing, just that they had to leave during the meeting they had last Wednesday. She stated they had three (3) people at the meeting from different facilities offering them the chance to move there. She stated the family chose (Assisted Living Facility's name provided), but they don't know when they have to move because no date was given. She stated the Resident (who was non-verbal during the interview) gets 8hrs PDA care/day. In an interview with Resident #4 and her Private Duty Aide (PDA) on at 2:11 PM she stated the Resident gets 12hrs care/day. She stated they were informed in a meeting that everyone had to leave. She stated they got no written notice, and that the Administrator told them they had to leave by the end of this month ( ). The Resident stated they have just one item on the food menu, and you don't have a choice. She also stated they were told their lawyer is preparing the notice (45-day notice). The PDA then stated that representatives from (three ALF facility names provided) were at the facility and gave a presentation about their facilities. She also stated she believes they were all part of the same management company. She stated people are so scared and don't know what to do. In an interview with Resident #5 and her Private Duty Aide (PDA) on at 3:39 PM, the PDA stated they were told she had to move, and that they received no notice. She stated they had to attend a mandatory meeting last Wednesday ( ) in which they were told everybody had to move. She stated they had a	A 030		

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A 030	Continued From page 14	A 030		

couple of people at the facility from three other facilities but could not remember who they were. She stated some guy that used to work at the facility came and offered them some help. She stated Resident #5's family found a place and would be down next week to move her. She stated several requests were made for written notice of the closure, but were told the facility's lawyers were working on something, so they still haven't gotten anything in writing.

During the visit on , this surveyor was approached by Independent Living (IL) residents who insisted on validating the actions taken against all the residents (Assisted Living, Memory Care and them) by the facility, which they stated was extremely unfair. In interviews conducted with Residents, they stated to this surveyor that Independent Living (IL) Residents (who had been moved from the Independent Living building/section, which are now rental apartments), were mingled together with Assisted Living (AL) Residents on the second and third floors of the facility. They also stated both AL and IL residents were brought together for a "mandatory" meeting (,) where all residents were informed that they had to vacate the facility. And prior to that, they had received no previous notice of the closure. The interviews revealed the following:

In an interview with Independent Living resident #1 on at 12:43 PM stated he was told by the Administrator that they have to leave. He stated it was during a mandatory meeting that was called and held last Wednesday (,). He stated they did not and have not received anything in writing.

In an interview with Independent Living resident

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#2 on at 12:47 PM she stated they had a sign on their door stating there was a mandatory meeting last Wednesday (,). She stated the Administrator stood in the meeting and said something, and it was like beating around the bush. She stated they have cut on the food and were doing lousy things with people and that she is . She stated she is moving out on and asked for her money (refund) to which they haven't committed anything. She stated they don't have transportation anymore as they fired the bus driver. She stated the Administrator said they do not have to give them any notice. She stated (name Assisted Living Facility) heard about it, called her and asked if she wanted to come to their facility. She stated they lowered the rent for her and she's going there to (name Assisted Living Facility).

In an interview with Independent Living resident #3 on at 1:59 PM she stated that last year that they did the same thing to them. She stated they moved them to the other side (Assisted Living) and told them that when you come you will have a totally new apartment, which was a lie. She restated that they moved them to the Assisted Living (AL) section, and now they are being told they have to move out because they have to renovate. She stated that the Administrator told them in the meeting on Wednesday, that they are renovating, that they could come , and that there will be no more AL, MCU (Memory Care Unit), no food service, no buses.

In an interview with the son of Independent Living resident #4 on at 1:03 PM he stated he was informed that they are closing the facility as an Independent and Assisted Living facility. He

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A 030	Continued From page 16 stated he was given 45 days or something, but did not receive anything in writing, but was told that the facility's lawyers were putting something together. He stated as of today, they have nothing in writing. He stated that in the meeting on Wednesday ( ) they told them (all Residents) they had to leave. He stated when the question was asked if they could come after the renovation, they were told, no. He stated they made it clear that everyone had to leave because they were becoming all rental units. He stated three (3) representatives came to the facility and made presentations regarding their facilities. He stated they were from (G.... P...., F..... T...., and wasn't sure of the ... facility) as he wasn't interested in that. He stated they gave a little talk and gave out brochures. He stated everyone now is scurrying around trying to find a place. In an interview with Independent Living resident #5 on at 1:49 PM she stated they were told in a mandatory meeting last week that they had to leave, and that no move out date was given. She stated they asked the Administrator for a letter and was told that their lawyers were working on it. She stated she informed them that her daughter wasn't coming down until next month (,), so she is not leaving. She stated they had three representatives at the facility (2 names provided) but could not remember the third one. She further stated that she heard the owner of the facility had just purchased the three facilities that were at the facility. She stated they took away the beauty parlor, the gym and were forcing them to leave. She stated they moved them (IL Residents) into the Assisted Living section the day before Mother's Day last year (2024) and told them then it was temporary. She stated they had no choice, no notice, nothing.	A 030		

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A 030	Continued From page 17	A 030		

In an interview with Independent Living resident #6 on at 1:53 PM he stated they are remodeling and they put them (IL Residents) in the AL supposedly on a temporary basis, then they would go to their old apartment that was renovated. But now they are telling them they have to leave. He stated they were told that during a meeting they had last week with the Administrator.

In an interview with Staff C, Direct Care Staff on at 2:31 PM she stated they have been told nothing and have no idea what is going on. She did not elaborate.

In an interview with Staff D, Direct Care Staff on at 2:32 PM she stated she too has no idea what is going on and that they (staff) have not had a meeting with management, and that they don't know what to expect. She stated that she had heard that residents were informed that they had to leave by the end of the month ( ).

In an interview with the Administrator, Staff A on at 2:57 PM, he stated the Resident Contracts/Agreements are with the corporate office in New York and not kept locally. He stated that if a Resident wanted a copy, they would request it through him, and he would request it. A request was made for him to do so for the three Residents reviewed. A request was also made for a blank copy of an agreement, and he responded "Let me go see what I can find. These (resident records) aren't that old so they may be here."

In an interview with the Administrator, Staff A on at 2:56 PM this surveyor asked if Residents were being provided assistance with transitioning to another facility. He stated that the

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A 030	Continued From page 18 Residents are aware of other facilities. This surveyor asked how they were made aware of other facilities, and he said they know. This surveyor asked if they all had smart phones/or internet access that would allow them to go online to find them, and he said, yes. This surveyor then asked if any representatives from other facilities had come to present/or assist with the relocation of Residents, and he said he was not aware of any. This surveyor then asked if Residents were given a list of the other facilities in the area so they could make a free choice. He stated that the residents themselves made contact with other facilities. This surveyor then asked how he wasn't aware that other Assisted Living Facility representatives were at their facility, and he stated they just came through. He also stated he was not in a meeting where Residents were told they had to leave, nor was he at the facility when other facility representatives were there doing a presentation. This surveyor asked how he would know if other facility representatives were at the facility if he was not there. He stated they were at the facility, and that the Residents had them come to the facility. This surveyor requested a copy of the sign-in sheet from the meeting, and he stated the sign/sign out list is cataloged, but he is not sure if it's weekly or monthly but will try to get it. No information was provided during the survey. In an interview with the Administrator, Staff A, on at 3:27 PM he stated the Residents got a letter informing them that they had to move, but that he was in another state attending to an ill family member, and that the letter came through their corporate office. He stated he had a copy of the letter and went to get it. The Administrator came to the conference room where this	A 030		

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A 030	Continued From page 19 surveyor was working and provided a letter dated . . A review of the letter revealed the subject as: Dining Room and Area Improvements. It documented the facility would be making improvements to their facilities, including the dining room, kitchen and corridors, to enhance their overall experience (copy obtained). Upon review of the document (in the presence of the Administrator), he was informed that the letter was not a 45-day notice, that it did not inform Residents of a closing, or give them a deadline by which they had to move. Rather, it stated they would be enjoying a renovated facility. He stated that it was a 45-day notice, so this surveyor asked him to review the letter and identify where the 45-day language was. Upon reviewing the letter, he gave no response. This surveyor then reminded him that in earlier conversations he stated the facility was not closing, and that Residents were only being moved around as renovations were being started/completed. He did not respond. In a confidential phone interview on at 11:23 AM, a caller stated the facility reached out to them to notify them that they were closing down, and residents had 30 days to move out and won't be able to move . He stated an employee of theirs went to the facility as they have taken Residents from there before. He stated they were asked by the facility to come out and meet with Residents and if they liked it, they could move there. He further stated in the interview that when their employee got the facility, he was pulled into the Administrator's office and was told that they must sign an agreement with the new LLC their company owned and pay 85% of the first month's	A 030		

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A 030	Continued From page 20 rent for every patient they got from their facility. He stated that such practice damages their industry, and he wanted nothing to do with it. He stated they were told that the facility would only refer patients to facilities that sign the agreement. He further stated that the facility used the guise of renovation to justify the move, but residents won't be able to return. On at 3:58 PM this surveyor met with the Administrator, Staff A to conduct the Exit Conference. He was reminded of the notification requirements for facilities that are closing, and that the level of care and services to each resident must not be reduced and must continue until the last resident has left the facility. He stated he understood and gave the assurance that all remaining residents would receive the same level of care and services until they have been relocated. Class II	A 030		
A 300	429.31 Facility Closure 429.31 Closing of facility; notice; penalty.- (1) In addition to the requirements of part II of chapter 408, the facility shall inform, in writing, the agency and each resident or the next of kin, legal representative, or agency acting on each resident's behalf, of the fact and the proposed time of discontinuance of operation, following the notification requirements provided in s. 429.28(1)(k). In the event a resident has no person to represent him or her, the facility shall be responsible for referral to an appropriate social service agency for placement. (2) Immediately upon the notice by the agency of the voluntary or involuntary termination of such	A 300		

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A 300	Continued From page 21 operation, the agency shall inform the State Long-Term Care Ombudsman Program and monitor the transfer of residents to other facilities and ensure that residents' rights are being protected. The agency, in consultation with the Department of Children and Families, shall specify procedures for ensuring that all residents who receive services are appropriately relocated. (3) All charges shall be prorated as of the date on which the facility discontinues operation, and if any payments have been made in advance, the payments for services not received shall be refunded to the resident or the resident's guardian within 10 working days of voluntary or involuntary closure of the facility, whether or not such refund is requested by the resident or guardian. (4) The agency may levy a fine in an amount no greater than $5,000 upon each person or business entity that owns any interest in a facility that terminates operation without providing notice to the agency and the residents of the facility at least 30 days before operation ceases. This fine shall not be levied against any facility involuntarily closed at the initiation of the agency. The agency shall use the proceeds of the fines to operate the facility until all residents of the facility are relocated. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to provide the Agency with a written 60-day notification of their voluntary termination of operation/or closure of the facility. This deficient Practice affected 35 of 35 residents at the facility, Residents #1 - 35). The findings included: A review of the facility's Resident Agreement	A 300		

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A 300	Continued From page 22 documented the following relative to termination of residency: Termination by Us Upon Forty-Five (45) Days Prior Written Notice: We may terminate this agreement at any time and for any reason by delivering to you a notice of termination at least 45 days prior to the date of termination set forth in our notice. On a complaint survey was conducted at the facility. Upon arrival to the facility this surveyor observed a marquee at the front/main entrance of the facility announcing, "(Name) Apartments Luxury Rentals," and "Now Leasing Move In Special 1- and 2 - bedroom Apartments." Observation was also made of a Grand Opening, Welcome and Available Now banners used to announce the opening and availability of the rental apartments (photos obtained). In an interview with the Administrator, Staff A on at 12:24 PM he stated he had spoken with someone in the Agency's (Agency for Health Care Administration - AHCA) Headquarters about 10 days ago and "informed them of the possibility of changing people out and stuff like that. Meaning, if they move out for renovation, then they could come ." He stated it was regarding renovations. This surveyor requested documentation of the notification he provided to the Agency. No documentation was provided during the survey. Nor was written notification provided to the Agency. In an interview with the Administrator, Staff A, on at 3:27 PM he stated the Residents got a letter informing them that they had to move, and that he had a copy of the letter. and went to	A 300		

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A 300	Continued From page 23	A 300		

get it. A review of the letter by this surveyor revealed the subject as: Dining Room and Area Improvements. It documented the facility would be making improvements to their facilities, including the dining room, kitchen and corridors, to enhance their overall experience (copy obtained).

In the interview with the Administrator on at 3:37 PM he was informed that the letter was not a 45-day notice informing Residents of a closing or give them a deadline by which they had to move. Rather, it stated they would be enjoying a renovated facility. He stated that it was a 45-day notice, so this surveyor asked him to review the letter and identify where the 45-day language was. Upon reviewing the letter, he gave no response. This surveyor then reminded him that in earlier conversations he stated the facility was not closing, and that Residents were only being moved around as renovations were being started/completed. And those facilities are required to notify the Agency of their intent to close/or cease operations within 60 days of the closure. He did not respond or provide documentation announcing their closure.

A review of Agency records on revealed the facility had not provided the Agency with any notification of closure of the facility.

In an interview with Resident #1 on at 12:36 PM she stated the Executive Director (Administrator) told everybody they had to be out. She stated they gave no advance warning and no written notice. She stated they told them last year when they moved them into the main building, that they were renovating the building she was in previously (which is now rental apartments) and promised them that they would move after

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the renovation, but that was a lie, they were not allowed to move . She stated then they did the same thing again, but this time they have to leave.

In an interview with Resident #2 on at 12:41 PM he stated that all the residents had been told they have to leave but have received nothing in writing. He stated he received the information in a meeting that was held last Wednesday ( ) and was told they are "closing it down."

In an interview with Resident #3 and his Private Duty Aide (PDA) on at 1:46 PM, the PDA stated they were told all the Residents had to move out. She stated they received no notice in writing, just that they had to leave during the meeting they had last Wednesday. She stated they had three (3) people at the meeting from different facilities offering them the chance to move there. She stated the family chose (Assisted Living Facility's name provided), but they don't know when they have to move because no date was given. She stated the Resident (who was non-verbal during the interview) gets 8hrs PDA care/day.

In an interview with Resident #4 and her Private Duty Aide (PDA) on at 2:11 PM she stated the Resident gets 12hrs care/day. She stated they were informed in a meeting that everyone had to leave. She stated they got no written notice, and that the Administrator told them they had to leave by the end of this month ( ). The Resident stated they have just one item on the food menu, and you don't have a choice. She also stated they were told their lawyer is preparing the notice (45-day notice). The PDA then stated that representatives from

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(three ALF facility names provided) were at the facility and gave a presentation about their facilities. She also stated she believes they were all part of the same management company. She stated people are so scared and don't know what to do.

In an interview with Resident #5 and her Private Duty Aide (PDA) on at 3:39 PM, the PDA stated they were told she had to move, and that they received no notice. She stated they had to attend a mandatory meeting last Wednesday ( ) in which they were told everybody had to move. She stated they had a couple of people at the facility from three other facilities but could not remember who they were. She stated some guy that used to work at the facility came and offered them some help. She stated Resident #5's family found a place and would be down next week to move her. She stated several requests were made for written notice of the closure, but were told the facility's lawyers were working on something, so they still haven't gotten anything in writing.

During the visit on , this surveyor was approached by Independent Living (IL) residents who insisted on validating the actions taken against all the residents (Assisted Living, Memory Care and them) by the facility, which they stated was extremely unfair. In interviews conducted with Residents, they stated to this surveyor that Independent Living (IL) Residents (who had been moved from the Independent Living building/section, which are now rental apartments), were mingled together with Assisted Living (AL) Residents on the second and third floors of the facility. They also stated both AL and IL residents were brought together for a "mandatory" meeting ( ) where all

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(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
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residents were informed that they had to vacate the facility. And prior to that, they had received no previous notice of the closure. The interviews revealed the following:

In an interview with Independent Living resident #1 on at 12:43 PM stated he was told by the Administrator that they have to leave. He stated it was during a mandatory meeting that was called and held last Wednesday (,). He stated they did not and have not received anything in writing.

In an interview with Independent Living resident #2 on at 12:47 PM she stated they had a sign on their door stating there was a mandatory meeting last Wednesday (,). She stated the Administrator stood in the meeting and said something, and it was like beating around the bush. She stated they have cut on the food and were doing lousy things with people and that she is . She stated she is moving out on and asked for her money (refund) to which they haven't committed anything. She stated they don't have transportation anymore as they fired the bus driver. She stated the Administrator said they do not have to give them any notice. She stated (name Assisted Living Facility) heard about it, called her and asked if she wanted to come to their facility. She stated they lowered the rent for her and she's going there to (name Assisted Living Facility).

In an interview with Independent Living resident #3 on at 1:59 PM she stated that last year that they did the same thing to them. She stated they moved them to the other side (Assisted Living) and told them that when you come you will have a totally new apartment,

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	AL11911596	A. BUILDING: _____ B. WING _____	03/10/2025

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which was a lie. She restated that they moved them to the Assisted Living (AL) section, and now they are being told they have to move out because they have to renovate. She stated that the Administrator told them in the meeting on Wednesday, that they are renovating, that they could come , and that there will be no more AL, MCU (Memory Care Unit), no food service, no buses.

In an interview with the son of Independent Living resident #4 on at 1:03 PM he stated he was informed that they are closing the facility as an Independent and Assisted Living facility. He stated he was given 45 days or something, but did not receive anything in writing, but was told that the facility's lawyers were putting something together. He stated as of today, they have nothing in writing. He stated that in the meeting on Wednesday ( ) they told them (all Residents) they had to leave. He stated when the question was asked if they could come after the renovation, they were told, no. He stated they made it clear that everyone had to leave because they were becoming all rental units. He stated three (3) representatives came to the facility and made presentations regarding their facilities. He stated they were from (G.... P...., F..... T...., and wasn't sure of the ... facility) as he wasn't interested in that. He stated they gave a little talk and gave out brochures. He stated everyone now is scurrying around trying to find a place.

In an interview with Independent Living resident #5 on at 1:49 PM she stated they were told in a mandatory meeting last week that they had to leave, and that no move out date was given. She stated they asked the Administrator for a letter and was told that their lawyers were working on it. She stated she informed them that

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her daughter wasn't coming down until next month (,), so she is not leaving. She stated they had three representatives at the facility (2 names provided) but could not remember the third one. She further stated that she heard the owner of the facility had just purchased the three facilities that were at the facility. She stated they took away the beauty parlor, the gym and were forcing them to leave. She stated they moved them (IL Residents) into the Assisted Living section the day before Mother's Day last year (2024) and told them then it was temporary. She stated they had no choice, no notice, nothing.

In an interview with Independent Living resident #6 on at 1:53 PM he stated they are remodeling and they put them (IL Residents) in the AL supposedly on a temporary basis, then they would go to their old apartment that was renovated. But now they are telling them they have to leave. He stated they were told that during a meeting they had last week with the Administrator.

In an interview with Staff C, Direct Care Staff on at 2:31 PM she stated they have been told nothing and have no idea what is going on. She did not elaborate.

In an interview with Staff D, Direct Care Staff on at 2:32 PM she stated she too has no idea what is going on and that they (staff) have not had a meeting with management, and that they don't know what to expect. She stated that she had heard that residents were informed that they had to leave by the end of the month ( ).

Class II

Agency for Health Care Administration

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