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
	AL11910382	A. BUILDING: _____ B. WING _____	03/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE MERIDIAN AT LANTANA	3061 DONNELLY DRIVE LANTANA, FL 33462

(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 Licensure Complaint survey, #2025003256, was conducted on through at The Meridian At Lantana. The facility had deficiencies identified at the time of the survey. Deficient practice was identified at a Class I for A 0078 and A 0092.	A 000		
A 078	59A-36.010(2) FAC Staffing Standards - Staff (2) STAFF. (a) Within 30 days after beginning employment, newly hired staff must submit a written statement from a health care provider documenting that the individual does not have any signs or symptoms of communicable . The examination performed by the health care provider must have been conducted no earlier than 6 months before submission of the statement. Newly hired staff does not include an employee transferring without a break in service from one facility to another when the facility is under the same management or ownership. 1. Evidence of a negative examination must be documented on an annual basis. Documentation provided by the Florida Department of Health or a licensed health care provider certifying that there is a shortage of testing materials satisfies the annual examination requirement. An individual with a positive test must submit a health care provider's statement that the individual does not constitute a risk of 2. If any staff member has, or is suspected of having, a communicable , such individual must be immediately removed from duties until a written statement is submitted from a health care	A 078		

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A 078	Continued From page 1 provider indicating that the individual does not constitute a risk of transmitting a communicable . (b) Staff must be qualified to perform their assigned duties consistent with their level of education, training, preparation, and experience. Staff providing services requiring licensing or certification must be appropriately licensed or certified. All staff must exercise their responsibilities, consistent with their qualifications, to observe residents, to document observations on the appropriate resident's record, and to report the observations to the resident's health care provider in accordance with this rule chapter. (c) All staff must comply with the training requirements of rule 59A-36.011, F.A.C. (d) An assisted living facility to provide services to residents must ensure that individuals providing services are qualified to perform their assigned duties in accordance with this rule chapter. The contract between the facility and the staffing agency or contractor must specifically describe the services the staffing agency or contractor will provide to residents. (e) For facilities with a licensed capacity of 17 or more residents, the facility must: 1. Develop a written job description for each staff position and provide a copy of the job description to each staff member; and, 2. Maintain time sheets for all staff. (f) Level 2 background screening must be conducted for staff, including staff by the facility to provide services to residents, pursuant to sections 408.809 and 429.174, F.S. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the Dining Services Director performed his assigned job duties, including	A 078		

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A 078	Continued From page 2 training Dietary Staff, maintaining a sanitary kitchen environment, and implementing the facility's policy and procedure regarding maintaining the kitchen in a safe manner. This failure placed all 58 residents (resident census) who consume their meals and/or food items from the kitchen, at risk of exposure and/or a foodborne illness. As a result of the unsatisfactory food service inspections on , , , , , , and , , the Department of Health (DOH) mandated the facility to immediately cease the operation of the kitchen for all food services. The findings included: A review of the facility's Cleaning and Maintenance policy undated, documented the following: Policy: All work areas and equipment must be clean and in good repair at all times. Work areas and equipment must be easy for employees to clean and maintain. If work areas and equipment are not properly cleaned and maintained, , viruses, and molds can come in contact with food and cause illness and in some cases even . On , a Department of Health (DOH) representative completed a routine inspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas. 1) Handwashing sinks, accessible & supplies 2) Food-contact surfaces; cleaned & sanitized 3) holding temperatures 4) Insects, rodents & animals not present Violations comments: Observed over 30 live cockroaches in the wait station area with some	A 078		

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A 078	Continued From page 3 located into dining room area. All facilities must be free of pests. 5) No contamination (preparation, storage, display). 6) Food & non-food contact surfaces. 7) Facilities installed, maintained & clean. 8) & lighting. General comments: Unsatisfactory inspection due to cockroach sightings and lack of ability to sanitize. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas. 1) Handwashing sinks, accessible & supplies. 2) Food-contact surfaces; cleaned & sanitized. 3) Insects, rodents & animals not present. Violations comments: Observed 3 live cockroaches on wall adjacent to hot/ serving line. Observed around 20 live cockroaches in the wait station area with some located into dining room area. All facilities must be free of pests. 4) Food & non-food contact surfaces. 5) Facilities installed, maintained & clean. 6) & lighting. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the	A 078		

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A 078	Continued From page 4 facility received violations in the following areas. 1) Handwashing sinks, accessible & supplies. 2) Insects, rodents & animals not present. Violations comments: Observed 3 live cockroaches on wall adjacent to hot/ serving line. Observed around 10 live cockroaches in the wait station area with some located into dining room area. Observed around 2 on bottom area for 3 door standing reach in cooler. Observed 5 live in rear kitchen area in hot holding equipment above sanitized equipment. Observed 1 live in cereal storage area. Observed 1 live on wall next to the dish return window, exterior. Observed 1 live under hot/ serving area. Observed 1 live on drink cart in dishwashing area. All facilities must be free of pests. 3) Food & non-food contact surfaces. 4) Facilities installed, maintained & clean. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas. 1) Insects, rodents & animals not present. Violations comments: Observed 2 live cockroaches on wall adjacent to hot/ serving line. Observed around 6 live cockroaches in the wait station area with some located into the dining room area. Observed around 1 on bottom area for 3 door standing reach in cooler. Observed 1 cockroach in 3 door standing reach in cooler. Observed 1 live above sanitized kitchen utensils near exit doors.	A 078		

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A 078	Continued From page 5 Observed 1 live on wall next to the dish return window, exterior. Observed around 10 live on in dishwashing area. Observed several behind hot cook line and in ovens. All facilities must be free of pests. 2) Food & non-food contact surfaces. 3) Facilities installed, maintained & clean. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a " delivered" Emergency Suspension of Food Sanitation Certificate and Order to Cease Operating All Food Service at Facility was issued to the facility by the DOH Representatives to notify them that the Food Sanitation Certificate was temporarily suspended. The letter documented the following: "The Department inspected your facility on the following dates: , , , , and , and , and found evidence of a substantial cockroach infestation including numerous live and roaches. Despite issued warnings, the problem has persisted for the three calendar days. Further, there were numerous live cockroaches on food surfaces, on dish rack as well as in the reach-in-cooler. Department inspectors observed over twenty (20) roaches. The Department finds that there is an immediate serious danger to the public health, safety and welfare of your residents which requires immediate temporary suspension of your Sanitation Certificate and immediate cessation of the operation of your kitchen for any food services. You must cease operating the kitchen and provide your residents with meals through alternative means. The Department's action is warranted under the circumstances as it	A 078		

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A 078	Continued From page 6 is the only way at present to ensure that the cockroaches do not contaminate the food products being supplied to your residents." (copy obtained). A review of the Emergency Suspension of Food Sanitation Certificate and Order to Cease Operating All Food Service at Facility from the Department of Health dated (provided to the Administrator by DOH for signature on) revealed, the Administrator failed to acknowledge and agree to the findings. Per the document, the Administrator refused to sign the cease-and-desist order on . A handwritten note on the letter stated, "refused to sign ". Copy obtained. During an interview on at approximately 7:20 AM the Administrator (Staff A) stated [Staff D] is the Dining Services Director for the facility, and he is responsible for the kitchen. The Administrator further stated that the kitchen was closed by the Department of Health (DOH) on . He also stated that both he and Staff D were present during the inspections. The Administrator confirmed that he refused to sign the Emergency Suspension Order on . He stated that he disagreed with the findings (violations) from DOH. During an interview on at approximately 7:30 AM with Staff D (Dining Services Director), he confirmed that he was the Dining Services Director and that he was responsible for the kitchen and the kitchen staff (Servers and Cooks). Additionally, Staff D stated that the kitchen was closed. Staff D further stated he and his kitchen staff were serving catered meals in the dining room (Dining room was adjacent to the kitchen). Staff D confirmed that he	A 078		

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A 078	Continued From page 7 was not utilizing the kitchen to prepare meals. A record review of Staff D's (Dining Services Director) personnel file revealed a hire date of for the role of "Cook". Further record review revealed a job description for a "Cook" signed by Staff D on . It was noted that this job description was not signed by a Supervisor. A review of the Cook's job description revealed he was responsible for preparing meals and cleaning the kitchen appliances. A review of a payroll promotion document dated indicated Staff D was promoted from "Cook" to the role of "Dining Services Director". It was noted that Staff D's file did not contain a job description for the Dining Services Director (promoted position). During an interview with the Administrator on at approximately 11:20 AM, he was informed that Staff D's (Dining Services Director) description was not in his personnel file. The Administrator stated he was unaware that the job description was missing, and he does not know where it is. The Administrator stated the missing job description (Dining Services Director) should have been in the file with the offer letter. The Administrator then stated he will have Staff B (Business Office Manager) look for the signed job description. On at approximately 11:55 AM further interview with the Administrator revealed that he was unable to find the signed job description for Staff D (Dining Services Director). The Administrator stated he does not have it. The Administrator then stated, "Staff D can just sign it right now in front of you." The Administrator was informed that job descriptions must be signed at the time of hire/promotion to ensure that staff are	A 078		

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A 078	Continued From page 8 aware of their job responsibilities and duties. The Administrator agreed and then offered to provide an unsigned, printed copy of the job description of the Dining Services Director role for review. A review of the Dining Services Director job description provided by the Administrator revealed the following: Job Summary: Provide overall supervision and direction for dining services program, catering, the dining room, and room service programs. Director is also responsible for delivering these programs in a manner that exceeds the residents' expectations and provides the Community with additional revenues. Job Duties: 1. Supervise kitchen and dining room staff, provide training, set and adjust rates of pay and hours of work, provide informal and formal performance feedback, recognize both appropriate and inappropriate behaviors/performances through rewards and discipline, and apportion work among subordinates. 2. Ensure that employees practice safe food-handling techniques and comply with federal, state, county, and city regulations regarding health, safety, and sanitation. 3. Hold regularly scheduled staff meetings with all dining room personnel to ensure efficient kitchen operations and to foster open communication. 4. Instruct employees in the use, care, cleaning and maintenance of all kitchen equipment and ensure that all equipment is in good working condition. 5. Train cook and dining room staff to assume position, duties, and responsibilities of absent staff.	A 078		

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A 078	Continued From page 9 6. Establish and monitor a proper cleaning and maintenance program. Accountabilities: 1. Demonstrate awareness of sanitation regulations in handling and storing food. A review of Staff D's (Dining Services Director) job-related training (located within his file) revealed he received an education regarding food safety and became a certified Food Protection Manager as of . Further review of the certificate revealed the Dining Services Director had an expired accredited SERV Safe: Food Protection Manager Certification (Expired). No additional trainings were found in the personnel file. During an interview with Staff B (Business Office Manager) on at 12:00 PM regarding Staff D's (Dining Services Director) file; Staff B stated there was no additional training documentation for Staff D. A review of the SERV Safe: Food Protection Manager certification description revealed SERV Safe is an accredited, comprehensive training program of the National Restaurant Association (NRA) designed to equip Food Service Managers with the knowledge and skills necessary to implement proper food safety practices in their establishments. The competence of the SERV Safe course and examination includes cleaning and sanitation and safe food handling procedures. On at approximately 12:10 PM, an interview with Staff D (Dining Services Director) revealed the facility has 14 dietary staff (Staff E-Staff R). Staff D stated he is responsible for training and monitoring these staff members, in	A 078		

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A 078	Continued From page 10 addition to his other job duties. Staff D further stated that he is responsible for ensuring dietary staff follow steps to ensure the kitchen is maintained in a safe and sanitary manner. At this time a request was made to review the personnel files for all 14 Dietary Staff members. A review of the personnel files for the facility's Servers, Cooks, and Dishwashers (Staff E-Staff R) revealed the following concerns: Staff E, Cook (date of hire not provided and not on file) a) Missing Job Description b) Missing mandatory 1-hour(hr) dietary training c) Missing personnel file, no documentation provided other than background screening and resume Staff F, Server (date of hire) a) Job Description in file (missing signature of Supervisor) Staff G, Server (date of hire) a) Missing Job Description Staff H, Server (date of hire) a) Missing mandatory 1-hr dietary training b) Missing Job Description Staff I, Server (date of hire) a) Missing mandatory 1-hr dietary training b) Job description in file (missing signature of Supervisor) Staff J, Server (date of hire) a) Missing mandatory 1-hr dietary training b) Missing Job Description Staff K, Dishwasher&Server (date of hire	A 078		

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A 078	Continued From page 11) a) Job description in File (missing job description for Server role) *Schedule reflects he works as a server and dishwasher* Staff L, Dishwasher (date of hire) a) Job description in File (missing signature of Supervisor) Staff M, Server (date of hire) a) Missing Job Description Staff N, Dishwasher & Server (date of hire) a) Missing Job Description *Schedule reflects she works as a server and dishwasher* Staff O, Server (date of hire) a) Missing Job Description Staff P, Server (date of hire) a) Missing Job description Staff R, Server (date of hire) a) Missing Job description b) Missing mandatory 1-hr dietary training Staff Q, Assistant Cook (date of hire) a) Signed (by Staff Q and by a supervisor) job description for Dining Services Director in personnel file dated b) Missing Job Description for current job (Assistant Cook) A review of the job description for the Server role revealed the following: Job Summary: This position is responsible for providing excellent	A 078		

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A 078	Continued From page 12 customer services while serving beverages and meals to patrons seated at tables in the dining room(s) located in the Community. Job Duties: 1. Demonstrate awareness of sanitation regulations in handling and storing food. 2. Demonstrate awareness of safety rules in the kitchen. A review of the job description for the Cook role revealed the following: Job Summary: This position assists the dining services director in preparing appealing, nutritious, healthy, tasteful, and fresh meals for residents, prospective residents, families and guests. Job Duties: 1. Clean and sanitize ovens, grill, workspace, and cooking utensils. Accountabilities: 1. Demonstrate awareness of sanitation regulations in handling and storing food. A review of the job description for the Dishwasher role revealed the following: Job Summary: Responsible for maintaining the kitchen and dining areas in a clean and orderly condition. Washes, cleans, sanities and stores all dishes, glassware, utensils, pots, pans, and other equipment used to operate the kitchen and dining room areas. Cleans floors, equipment and other areas as assigned. Duties and Responsibilities: 1. Maintain kitchen in a clean, safe and sanitary condition at all times. 2. Adhere to cleaning schedules as assigned. 3. Maintain dish room area in a neat, clean and sanitary manner.	A 078		

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A 078	Continued From page 13 During an interview on at approximately 1:40 PM with Staff D (Dining Services Director), he was asked about his current job duties as the Dining Services Director. Staff D stated he is responsible for cooking and preparing the food. Staff D further stated he was responsible for monitoring and training kitchen staff (Servers and Cooks). He was requested to provide documentation of any recent trainings and/or in-services conducted since . He stated he had no documentation. He was also asked for proof of his cleaning and maintenance program per the facility's policy. He stated he does not have documentation. He stated his staff (Cooks and Servers) are aware of their job duties because he verbally instructs them. During an interview with Staff M (Server) on at approximately 9:55 AM she was asked what the Server's job duties were. Staff M stated her daily tasks were serving food to the residents and cleaning a section of the kitchen. When asked if she received any training for her job duties, Staff M stated she only received verbal training instructions. During an interview with Staff E (Cook) on at approximately 1:12 PM he was asked what the Cook's job duties were. Staff E stated he was responsible for preparing food and cleaning the kitchen. When asked if he received any training for his job duties, Staff E stated he only received verbal training and was told by Staff D to refer to a document titled "Daily Cleaning List" for guidance. During an interview with Staff Q (Assistant Cook) on at approximately 1:20 PM he was asked what his job duties were. Per Staff Q, his responsibilities were cooking and cleaning the	A 078		

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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 078	Continued From page 14 kitchen. Staff Q further stated his current role is Assistant Cook [Promotion] and he was previously a Server. Staff Q was informed that the signed job description (signed by a Supervisor and Staff Q) in his personnel file was for the Dining Services Director role. Staff Q stated that he was never the Dining Services Director, he has only been a Server and an Assistant Cook. When asked if he received any training for his described job duties, Staff Q stated he has not received any formal training. During an interview with Staff B (Business Office Manager) on at approximately 2:00 PM, the missing documentation was requested for the incomplete dietary staff personnel files. Staff B stated that she did not have any additional documentation. Staff B further stated that she has only been working at the facility for a few weeks, and she does not know where the information would be. A request was made from Staff D to provide the "Daily Cleaning List" as referenced by Staff E for review. He stated it was hanging up in the kitchen on a wall and would retrieve it. Staff D was informed that during the tour the cleaning list was not observed. Staff D retrieved the list and provided it for review. Staff D provided 6 months of the cleaning list (thru). A review of the document entitled Cleaning list revealed the following: Responsibilities: 1) Organize /Clean reach-in-cooler and freezer. 2) Organize/clean all tables and shelves (stainless). 3) Clean soup stations including walls.	A 078		

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	AL11910382	A. BUILDING: _____ B. WING _____	03/17/2025

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A 078	Continued From page 15 4) Clean microwave area, inside of salad cooler and shelf. 5) Take out garbage and linens and wipe down garbage can walls. 6) Clean Beverage area including walls. 7) Organize and refill all paper products and remove empty boxes. 8) Organize and clean breakfast prep area. 9) Sweep front line part of the kitchen. 10) Set up and change Red bucket(sanitizer) Green bucket (soap). 11) Wipe down Carts. Further review of this document revealed the following staff inconsistencies. 1) The list was dated by month (6 months reviewed), not all months available. 2) List only documents 1 week out of a 4-week month - no dates of the week noted. 3) Missing signatures by staff (indicating completion) for the responsibilities. * Each responsibility is listed for Sunday -Saturday (AM and PM), with a box for staff to initial the responsibility. Further review of the Cleaning list provided by Staff D (Dining Services Director) revealed the following concerns: 1) No documentation noted on the list for oversight or review by Staff D. 2) The cleaning list only documents 1 week out of a 4-week cycle. 3) Each month is missing signatures on various days indicating completion of responsibilities. During an interview with Staff D on at 1:35 PM, Staff D confirmed the inconsistencies with the Cleaning List and confirmed the failure of oversight of staff and their responsibilities. He also confirmed this was not an appropriate	A 078		

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A 078	Continued From page 16 system to ensure staff performed their duties in a safe manner or a form of dietary training. Staff D confirmed that the Dietary Staff (Cook, Servers and Dishwashers) needed more training in order to perform their duties and maintain the kitchen in a safe and sanitary environment. During interviews with the Administrator and Staff D (Dining Services Director) on at 1:40 PM, they were asked to clarify why there was a signed job description (signed by Staff Q and a Supervisor) for the Dining Services Director role in Staff Q's (Assistant Cook) file. Staff D stated Staff Q never held the Dining Services Director role and the wrong job description was in Staff Q's file. During interviews with the Administrator and Staff D (Dining Services Director) on at 1:55 PM the Administrator stated that the personnel paperwork is not organized, and he recently hired Staff B (Business Office Manager) to help him fix that. The Administrator further stated that Staff D (Dining Services Director) is the only Dining Services Director at the facility. The Administrator stated he was not sure why Staff Q had a signed job description in his file for a Dining Services Director. He stated, the file contained the wrong job description. Staff D was asked, at this time, if he had received any formal training for his job duties, Staff D said, no but he knows what his responsibilities are. He stated he knows his job duties are maintaining the kitchen and training staff. During interviews with the Administrator and Staff D (Dining Services Director) on at 2:10 PM, both Staff D (Dining Services Director) and the Administrator were informed that the missing job descriptions (including detailed job	A 078		

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A 078	Continued From page 17 descriptions explaining specific roles including sanitation and cleaning duties) and appropriate training for the kitchen staff has them [Cooks and Servers] unclear of their job duties and responsibilities. Additionally, Staff D was informed that there was no formal system in place that the kitchen staff (including Staff D) could follow to maintain a clean and safe kitchen environment. During further interview with the Administrator, he acknowledged that he had 3 revisits from the Department of Health (, ,) to correct the concerns(violations) with competency of the kitchen staff and the cleanliness of the kitchen. He further acknowledged that he did not make any attempts to fully address or correct those concerns. Class I	A 078		
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,	A 092		

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A 092	Continued From page 18 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 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 interviews, record reviews and observations, the facility failed to implement procedures to establish and maintain a safe and sanitary kitchen environment, as evidenced by the presence of insects (roaches). As a result of unsatisfactory food service inspections conducted on . , , , , , and . , the Department of Health (DOH) mandated the facility to immediately cease the operation of the kitchen for all food services. The findings included: A review of the facility's Cleaning and Maintenance policy, undated, documented the following: Policy: All work areas and equipment must be clean and in good repair at all times. Work areas	A 092		

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A 092	Continued From page 19 and equipment must be easy for employees to clean and maintain. If work areas and equipment are not properly cleaned and maintained, , viruses, and molds can come in contact with food and cause illness and in some cases even . Procedure: Keeping the Work Area and Equipment Clean: 1) Eliminate hard-to-clean work areas. 2) Get rid of dirt and trash or any conditions that will attract pests. 3) Create cleaning schedules and audits including all of the cleaning tasks required within the dining and food service department to ensure that: A. Staff understand what tasks are to be done and when. B. The required equipment cleaning is being done properly. C. That we comply with federal, state, and local sanitation laws. Keeping the Equipment in Safe Working Condition: 1. Have a preventive maintenance schedule on each piece of equipment, based on the manufacturer's guidelines. 2. Check the performance and documentation of preventive maintenance. 3. Have a cleaning schedule for each piece of equipment. 4. Budget for equipment repair, maintenance and replacement. On , a Department of Health (DOH) representative completed a routine inspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas:	A 092		

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A 092	Continued From page 20 1) Handwashing sinks, accessible & supplies. 2) Food-contact surfaces; cleaned & sanitized. 3) holding temperatures. 4) Insects, rodents & animals not present. Violations comments: Observed over 30 live cockroaches in the wait station area with some located into dining room area. All facilities must be free of pests. 5) No contamination (preparation, storage, display). 6) Food & non-food contact surfaces. 7) Facilities installed, maintained & clean. 8) & lighting. General comments: Unsatisfactory inspection due to cockroach sightings and lack of ability to sanitize. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas: 1) Handwashing sinks, accessible & supplies. 2) Food-contact surfaces; cleaned & sanitized. 3) Insects, rodents & animals not present. Violations comments: Observed 3 live cockroaches on wall adjacent to hot/ serving line. Observed around 20 live cockroaches in the wait station area with some located into dining room area. All facilities must be free of pests. 4) Food & non-food contact surfaces. 5) Facilities installed, maintained & clean. 6) & lighting. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving	A 092		

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A 092	Continued From page 21 an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas: 1) Handwashing sinks, accessible & supplies. 2) Insects, rodents & animals not present. Violations comments: Observed 3 live cockroaches on wall adjacent to hot/ serving line. Observed around 10 live cockroaches in the wait station area with some located into dining room area. Observed around 2 on bottom area for 3 door standing reach in cooler. Observed 5 live in rear kitchen area in hot holding equipment above sanitized equipment. Observed 1 live in cereal storage area. Observed 1 live on wall next to the dish return window, exterior. Observed 1 live under hot/ serving area. Observed 1 live on drink cart in dishwashing area. All facilities must be free of pests. 3) Food & non-food contact surfaces. 4) Facilities installed, maintained & clean. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a Department of Health (DOH) representative completed a reinspection of the facility's food service areas. A review of the DOH Inspection Report dated revealed the facility received violations in the following areas: 1) Insects, rodents & animals not present.	A 092		

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A 092	Continued From page 22 Violations comments: Observed 2 live cockroaches on wall adjacent to hot/ serving line. Observed around 6 live cockroaches in the wait station area with some located into the dining room area. Observed around 1 on bottom area for 3 door standing reach in cooler. Observed 1 cockroach in 3 door standing reach in cooler. Observed 1 live above sanitized kitchen utensils near exit doors. Observed 1 live on wall next to the dish return window, exterior. Observed around 10 live on in dishwashing area. Observed several behind hot cook line and in ovens. All facilities must be free of pests. 2) Food & non-food contact surfaces. 3) Facilities installed, maintained & clean. General comments: Unsatisfactory inspection due to cockroach sightings. These violations resulted in the facility receiving an "Unsatisfactory" inspection (copy obtained). Reinspection date noted as at 8AM. On , a " delivered" Emergency Suspension of Food Sanitation Certificate and Order to Cease Operating All Food Service at Facility was issued to the facility by the DOH Representatives to notify them that the Food Sanitation Certificate was temporarily suspended. The letter documented the following: "The Department inspected your facility on the following dates: , , , and , and , and found evidence of a substantial cockroach infestation including numerous live and roaches. Despite issued warnings, the problem has persisted for the three calendar days. Further, there were numerous live cockroaches on food surfaces, on dish rack as well as in the reach-in-cooler. Department inspectors observed	A 092		

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A 092	Continued From page 23 over twenty (20) roaches. The Department finds that there is an immediate serious danger to the public health, safety and welfare of your residents which requires immediate temporary suspension of your Sanitation Certificate and immediate cessation of the operation of your kitchen for any food services. You must cease operating the kitchen and provide your residents with meals through alternative means. The Department's action is warranted under the circumstances as it is the only way at present to ensure that the cockroaches do not contaminate the food products being supplied to your residents." (copy obtained). During an interview with the Administrator on at 7:50 AM, it was revealed that the facility had been working to clean and remove the roaches. The Administrator was requested to provide documentation of all steps and actions implemented to come into compliance with the DOH violations. The Administrator stated he didn't have any documentation; they just made the corrections. He further stated he had worked with the facility's Dining Services Director to correct all violations. He further stated that he disagreed with the violations issued by DOH and the closure notice (Cease Operating Food Service Notice). At this time, the Administrator identified Staff D as the Dining Service Director. He stated Staff D is in charge of all dietary services, including maintenance and sanitation of the kitchen. During an interview on at approximately 7:30 AM with Staff D (Dining Services Director), he confirmed that he was the Dining Services Director and that he was	A 092		

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A 092	Continued From page 24 responsible for the kitchen and the kitchen staff (Servers and Cooks). Additionally, Staff D stated that the kitchen was closed. Staff D further stated he and his kitchen staff were serving catered meals in the dining room (Dining room was adjacent to the kitchen). Staff D confirmed that he was not utilizing the kitchen to prepare meals. Staff D was also requested to provide documentation regarding steps the facility had implemented to correct the violations identified by DOH. Staff D stated we have just been cleaning since the violations identified on . At this time, it was discussed with Staff D that the violations as of still had not been cleared by DOH, he agreed. On between 8:15 AM and 10:00 AM, a tour of the facility's kitchen was conducted with the Department of Health (DOH) Representative. This tour revealed multiple food service concerns, including the concerns previously identified by DOH during their Food Service Inspection on , , and . On at approximately 9:00 AM a tour of the facility's kitchen revealed the following: 1) Numerous walls covered in miscellaneous brown and black stains and smears. 2) Plastered patches over multiple holes in the wall behind the food preparation fridge. 3) Blackened grout filled with grease and debris throughout the kitchen . 4) Brown stains and build-up on the ceilings in preparation areas. 5) Kitchen appliances (stove, ovens [Volcan brand], deep fryers, and toaster) covered in grease build-up and other unknown food residue/particles. 6) Broken kitchen appliances, no longer in use	A 092		

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A 092	Continued From page 25 (ovens [Volcan brand] and walk-in deep freezer). 7) Multiple storage racks chipped and peeling paint, racks covered in rust-like substance (observed in use for storage of kitchenware and dishes). 8) Multiple baking pans and pots observed covered with caked-on food debris and a rust-like substance. 9) A , hole in the ceiling above the walkway between the dishwashing areas and the food preparation line. 10) One live roach observed crawling in the dishwashing area. 11) Clean stacked dishes on a drying mat in the dishwashing area covered in food debris 12) One live roach and spider on the drink station area. 13) Multiple flies observed throughout the dry-food storage area. 14) Multiple food debris on the floor and walls in the dry-food storage area. 15) Broken bug zapper sliding off the wall near the rear kitchen exit. On at approximately 8:00 AM a tour of the facility's dining room revealed the following: 1) One live roach crawling on the floor near a dining table (3 residents were eating breakfast at the table). 2) Approximately 40-50 chairs covered in various brown and black stains and food particles. 3) Multiple tables and table settings covered in dry food particles and stains. 4) The ceiling area near the dining room exit door had two large brown stains. A record review of Staff D's (Dining Services Director) personnel file revealed a hire date of for the role of "Cook". Further record	A 092		

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A 092	Continued From page 26 review revealed a job description for a "Cook" signed by Staff D on . It was noted that this job description was not signed by a Supervisor. A review of the Cook's job description revealed he was responsible for preparing meals and cleaning the kitchen appliances. A review of a payroll promotion document dated indicated Staff D was promoted from "Cook" to the role of "Dining Services Director". It was noted that Staff D's file did not contain a job description for the Dining Services Director (promoted position) or any other documentation reflecting his duties and responsibilities. During an interview with the Administrator on at approximately 11:20 AM, he was informed that Staff D's (Dining Services Director) description was not in his personnel file. The Administrator stated he was unaware that the job description was missing, and he does not know where it is. The Administrator stated the missing job description (Dining Services Director) should have been in the file with the offer letter. The Administrator then stated he will have Staff B (Business Office Manager) look for the signed job description. On at approximately 11:55 AM further interview with the Administrator revealed that he was unable to find the signed job description for Staff D (Dining Services Director). The Administrator stated he does not have it. The Administrator then stated, "Staff D can just sign it right now in front of you." The Administrator was informed that the job descriptions must be signed at the time of hire/promotion to ensure that staff are aware of their job responsibilities and duties. The Administrator agreed and then offered to provide an unsigned, printed copy of the job description of the Dining Services Director role for	A 092		

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A 092	Continued From page 27 review. A review of the Dining Services Director job description provided by the Administrator revealed the following: Job Summary: Provide overall supervision and direction for dining services program, catering, the dining room, and room service programs. Director is also responsible for delivering these programs in a manner that exceeds the residents' expectations and provides the Community with additional revenues. Job Duties: 1. Supervise kitchen and dining room staff, provide training, set and adjust rates of pay and hours of work, provide informal and formal performance feedback, recognize both appropriate and inappropriate behaviors/performances through rewards and discipline, and apportion work among subordinates. 2. Ensure that employees practice safe food-handling techniques and comply with federal, state, county, and city regulations regarding health, safety, and sanitation. 3. Hold regularly scheduled staff meetings with all dining room personnel to ensure efficient kitchen operations and to foster open communication. 4. Instruct employees in the use, care, cleaning and maintenance of all kitchen equipment and ensure that all equipment is in good working condition. 5. Train cook and dining room staff to assume position, duties, and responsibilities of absent staff. 6. Establish and monitor a proper cleaning and maintenance program.	A 092		

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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 092	Continued From page 28 Accountabilities: 1. Demonstrate awareness of sanitation regulations in handling and storing food. On at 10:25 AM an interview with Staff H (Server) revealed that she has seen roaches in the kitchen for at least a month. Staff H stated she has been working in the facility's kitchen since , of 2025. Staff H stated that since she started working for the facility, she has seen roaches throughout the kitchen and dining room areas. On at 1:15 PM an interview with Staff E (Cook) revealed that he had seen roaches in the kitchen for at least a month. Staff E stated he has been working in the facility's kitchen for one month. Staff E stated that since he started working for the facility, he has seen roaches throughout the kitchen areas. On at 9:45 AM an interview with Staff I (Server) revealed he had seen roaches in the kitchen for several weeks. Staff I, stated the servers are assigned the following sections of the kitchen to clean as a function of their job duties: the salad bar, the drink station, the dessert bar. Staff I then stated he saw roaches in the kitchen for the past few weeks throughout his assigned cleaning sections. Staff I further stated the kitchen staff attempted to remove the roaches by self-treating with foggers in these areas. However, it didn't work. On at 9:55 AM an interview with Staff M (Server) revealed she also has seen roaches in the kitchen. Staff M stated she saw roaches throughout the kitchen for the past few weeks (for more than a month).	A 092		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11910382	A. BUILDING: _____ B. WING _____	03/17/2025

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A 092	Continued From page 29 As of the date of this survey, the Dining Services Director was still in charge of the kitchen and Dietary staff members (14 in total). During an interview with the Administrator on at approximately 2:15 PM, he stated the DSD was in charge of the entire kitchen (including sanitation and maintenance) and agreed that all concerns identified by DOH on should have been handled immediately. Class I	A 092		