

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

RECEIVED

PRINTED: 12/13/2024
FORM APPROVED
OMB NO. 0938-0391

DEC 16 2024

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 205126	(X2) MULTIPLE CONSTRUCTION A. BUILDING 01 BY: _____ B. WING _____		(X3) DATE SURVEY COMPLETED R 11/26/2024
NAME OF PROVIDER OR SUPPLIER MAINE VETERANS HOME - AUGUSTA			STREET ADDRESS, CITY, STATE, ZIP CODE 35 HEROES WAY AUGUSTA, ME 04330		
(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) COMPLETION DATE	
{E 000}	Initial Comments Federal Recertification Survey Survey Dates: 10/22/2024 Maine Veterans Home - Augusta, a long term care facility, is in substantial compliance with 42 Code of Federal Regulations Part 483.73 Requirement for Long Term Care Facilities for Emergency Preparedness.	{E 000}			
{K 000}	INITIAL COMMENTS Federal Revisit Survey Survey Date: 11/26/2024 Maine Veterans Home - Augusta a long-term care facility is not in substantial compliance with the National Fire Protection Association 101 Life Safety Code, 2012 Edition as referenced in 42 CFR 483.90 (a - d) - Physical Environment.	{K 000}			
{K 222} SS=F	Egress Doors CFR(s): NFPA 101 Egress Doors Doors in a required means of egress shall not be equipped with a latch or a lock that requires the use of a tool or key from the egress side unless using one of the following special locking arrangements: CLINICAL NEEDS OR SECURITY THREAT LOCKING Where special locking arrangements for the clinical security needs of the patient are used, only one locking device shall be permitted on each door and provisions shall be made for the rapid removal of occupants by: remote control of locks; keying of all locks or keys carried by staff at all times; or other such reliable means available to the staff at all times.	{K 222}			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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NAME OF PROVIDER OR SUPPLIER MAINE VETERANS HOME - AUGUSTA			STREET ADDRESS, CITY, STATE, ZIP CODE 35 HEROES WAY AUGUSTA, ME 04330		
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{K 222}	Continued From page 1 18.2.2.2.5.1, 18.2.2.2.6, 19.2.2.2.5.1, 19.2.2.2.6 SPECIAL NEEDS LOCKING ARRANGEMENTS Where special locking arrangements for the safety needs of the patient are used, all of the Clinical or Security Locking requirements are being met. In addition, the locks must be electrical locks that fail safely so as to release upon loss of power to the device; the building is protected by a supervised automatic sprinkler system and the locked space is protected by a complete smoke detection system (or is constantly monitored at an attended location within the locked space); and both the sprinkler and detection systems are arranged to unlock the doors upon activation. 18.2.2.2.5.2, 19.2.2.2.5.2, TIA 12-4 DELAYED-EGRESS LOCKING ARRANGEMENTS Approved, listed delayed-egress locking systems installed in accordance with 7.2.1.6.1 shall be permitted on door assemblies serving low and ordinary hazard contents in buildings protected throughout by an approved, supervised automatic fire detection system or an approved, supervised automatic sprinkler system. 18.2.2.2.4, 19.2.2.2.4 ACCESS-CONTROLLED EGRESS LOCKING ARRANGEMENTS Access-Controlled Egress Door assemblies installed in accordance with 7.2.1.6.2 shall be permitted. 18.2.2.2.4, 19.2.2.2.4 ELEVATOR LOBBY EXIT ACCESS LOCKING ARRANGEMENTS Elevator lobby exit access door locking in accordance with 7.2.1.6.3 shall be permitted on door assemblies in buildings protected throughout by an approved, supervised automatic fire	{K 222}			

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NAME OF PROVIDER OR SUPPLIER MAINE VETERANS HOME - AUGUSTA			STREET ADDRESS, CITY, STATE, ZIP CODE 35 HEROES WAY AUGUSTA, ME 04330			
(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) COMPLETION DATE	
{K 222}	Continued From page 2 detection system and an approved, supervised automatic sprinkler system. 18.2.2.2.4, 19.2.2.2.4 This REQUIREMENT is not met as evidenced by: Based on observations, and interview the facility failed to ensure doors at the means of egress meet the requirement of NFPA 101, Life Safety Code, 2012 edition, Section 7.2.1.6, 19.2.2.2.5.1, and 19.2.2.2.6 for doors in a means of egress equipped with a latch or lock that requires the use of a tool or key from the egress side. Finding: On November, 26, 2024, between 1:15 PM and 2:15 PM, during a facility revisit, a surveyor, with the Maintenance Director present observed the following: 1. The facility failed to provide exit access through the gates in the courtyard, that are readily accessible at all times without having special locking arrangements (badge exit egress, or code pad) with staff being the only people with access to exits regardless of resident independent cognitive ability. This deficient practice could affect exiting from all facility designated exits, as well as an indeterminable number of residents, staff and visitors. It is noted that there is a contract in service with A3, which is the company doing the keypad controls on the gates. The admionistrator will provide this documentation with the plan of correction. This finding was confirmed at the time of observation with the Maintenance Director.	{K 222}				

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12 Sky View Drive
Cumberland, ME 04110
www.a3communications.com
(207) 536-5474

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DEC 16 2024

BY:



Gate Card Reader to Keypad Replacements

Prepared by:

A3 COMMUNICATIONS

Brice Greenleaf
207.536.5474
bgreenleaf@a3communications.com

Prepared for:

Maine Veterans' Home-Augusta

35 Heros Way
Augusta, ME 04330
Robert McKinley
(207) 622-2454
robertmckinley@MaineVets.org

Ship To:

Maine Veterans' Home-Augusta

35 Heros Way Augusta, ME 04330
Robert McKinley
(207) 622-2454
robertmckinley@MaineVets.org

Quote Information:

Quote #: AAAC001201

Version: 1
Date: 11/04/2024
Expiration Date: 12/02/2024

Scope of Work

A3 Communications will provide installation services to replace 3) existing HID card readers with 3) HID Keypad readers in the following locations

- AL/TC exterior parking from AL/TC exterior patio
- Henry's Way - exterior from AL/TC exterior walkway
- Long Term Care parking from Long Term Care exterior Patio

Customer to provide pin code prior to start of work and A3 will provide basic set up and only one card reader is being replaced at each location. Customer to apply pin code to all credential holders in existing database. All patient wander integrations to be provided by others.

Access Control Material

Qty	Description	Price	Ext. Price
3	HID multiCLASS SE® RPK40 Multi-technology Smartcard Reader with Keypad - Wall Switch 13.56 mHz EAL5+ Certified OSDP Capable Mobile Configurable	\$567.69	\$1,703.07

Subtotal: **\$1,703.07**

A3 Professional Services

Qty	Description	Price	Ext. Price
2	Physical Security Technician	\$125.00	\$250.00
4	Physical Security Network Engineer	\$135.00	\$540.00

12 Sky View Drive
Cumberland, ME 04110
www.a3communications.com
(207) 536-5474

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DEC 16 2024



A3 Professional Services

Qty	Description	Price	Ext. Price
1	Project Management	\$125.00	\$125.00

Subtotal: **\$915.00**

Quote Summary

Description	Amount
Access Control Material	\$1,703.07
A3 Professional Services	\$915.00

Subtotal: **\$2,618.07**

Shipping: **\$38.46**

Total: **\$2,656.53**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Payment Terms: NET 30

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Unless otherwise stated herein, A3 Communications Standard Terms and Conditions are hereby incorporated by reference.

Maine Veterans' Home-Augusta

Signature:

Robert J. McKinley

Name:

ROBERT J. MCKINLEY

Date:

11/5/2024

Cummings, Joanne

From: Michael Rinaldi <mrinaldi@a3communications.com>
Sent: Monday, December 9, 2024 9:21 AM
To: Robert J. McKinley
Cc: Delmar Cooper
Subject: RE: <External>RE: Status Update?
Importance: High

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DEC 16 2024

BY: _____

Good morning, Robert,

We had some bad news over the weekend and will not be able to be onsite today to install the three keypad readers – I apologize for this.

In talking with my Operations Manager, we are reorganizing the schedule with the plan to have these installed before the week's end – looking more like Wednesday.

We are still uncovering the status of these service tickets:

- (a.) 232454/234950 (same issue)
- (b.) 233730
- (c.) 237127

From: Robert J. McKinley <robertmckinley@MaineVets.org>
Sent: Thursday, December 5, 2024 11:08 AM
To: Michael Rinaldi <mrinaldi@a3communications.com>
Cc: Delmar Cooper <dcooper@a3communications.com>
Subject: RE: <External>RE: Status Update?

--External Email--

Michael,

Any updates here from your trouble ticket #'s? Hoping to have a plan to share with my internal customers.

Please and Thanks,

~ Bob

From: Robert J. McKinley
Sent: Tuesday, December 3, 2024 12:29 PM
To: 'Michael Rinaldi' <mrinaldi@a3communications.com>

Cc: Delmar Cooper <dcooper@a3communications.com>

Subject: RE: <External>RE: Status Update?

Hi Michael,

It appears that ticket #'s:

(a.) 232454/234950 (same issue)

(b.) 233730

(c.) 237127

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DEC 16 2024

BY: _____

Thanks,

~ Bob

From: Michael Rinaldi <mrinaldi@a3communications.com>

Sent: Tuesday, December 3, 2024 12:18 PM

To: Robert J. McKinley <robertmckinley@MaineVets.org>

Cc: Delmar Cooper <dcooper@a3communications.com>

Subject: <External>RE: Status Update?

Hi Bob,

Checking in to see if you have identified which doors are in trouble or if you have a service thicket number I can refence.

Thanks,

From: Michael Rinaldi <mrinaldi@a3communications.com>

Sent: Monday, December 2, 2024 4:27 PM

To: Robert J. McKinley <robertmckinley@MaineVets.org>

Cc: Delmar Cooper <dcooper@a3communications.com>

Subject: RE: Status Update?

Hi Bob,

Just getting my head above water... it has been Monday, all day...

I poked around a bit and found out our Service guy is out on FML, so there is a bit of a knowledge gap.

I can run things down a bit more if you can get me some more details I can work with.

You said there were three doors needing handsets, one was fixed, one had an issue with the wrong key cylinder....

Can you please identify which doors are in trouble and what the issue is on each – that would help me run this to ground.

Thanks for your understanding,

From: Robert J. McKinley <robertmckinley@MaineVets.org>
Sent: Monday, December 2, 2024 10:25 AM
To: Michael Rinaldi <mrinaldi@a3communications.com>
Subject: Status Update?

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DEC 16 2024

BY: _____

--External Email--

Hi Michael,

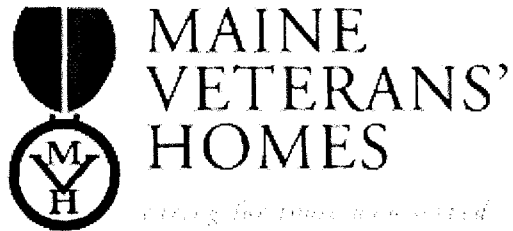
We are waiting on 2 or 3 replacement door lock mechanisms. Wondering what the status may be?

Please and Thanks,

Robert J. McKinley, Facilities Manager

Maine Veterans' Homes
35 Heroes Way
Augusta, ME 04330

PH: (207)-620-3030 (Direct Line)
Fx: (207)-626-2957



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OFC 16 2024

BY: _____

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Cummings, Joanne

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From: Michael Rinaldi <mrinaldi@a3communications.com>
Sent: Wednesday, December 11, 2024 2:53 PM
To: Robert J. McKinley
Cc: Delmar Cooper
Subject: <External> Augusta Office - Three Readers

DEC 16 2024

BY: _____

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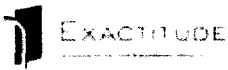
Hi Bob,

Ben will be at the Augusta Office Friday Morning to install those three readers – Thank you for your patience and understanding.



Mike Rinaldi
Project Manager

office 207.829.8631 ext. 4714
direct 240.509.7127
cell 207.712.2452
email mrinaldi@a3communications.com



Cummings, Joanne

From: Robert J. McKinley <robertmckinley@MaineVets.org>
Sent: Monday, December 16, 2024 11:00 AM
To: 'Michael Rinaldi'; 'Brice Greenleaf'
Cc: 'Delmar Cooper'; Jacob C. Anderson
Subject: RE: <External>New Keypad Card Readers, Replacing Existing Card Readers
Attachments: A3 Gate KeyPads.pdf
Importance: High

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BY: _____

Michael,

Any closer on a revised quote and expected completion date? I know a tech. is swinging by this afternoon, but we still need to answer the SFM just the same. Best Scenario is it gets resolved later today.

Please and Thanks,

Robert J. McKinley, Facilities Manager

Maine Veterans' Homes
35 Heroes Way
Augusta, ME 04330

PH: (207)-620-3030 (Direct Line)
Fx: (207)-626-2957



MAINE
VETERANS'
HOMES

caring for those who served

From: Robert J. McKinley
Sent: Monday, December 16, 2024 8:23 AM
To: 'Michael Rinaldi' <mrinaldi@a3communications.com>; Brice Greenleaf <bgreenleaf@a3communications.com>
Cc: Delmar Cooper <dcooper@a3communications.com>
Subject: FW: <External>New Keypad Card Readers, Replacing Existing Card Readers.
Importance: High

Hi Michael,

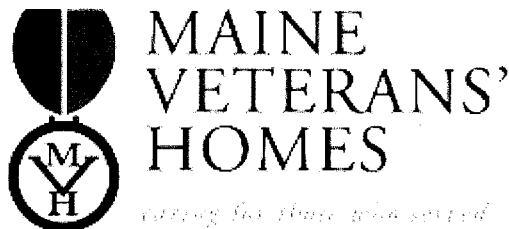
In order to satisfy the recent State Fire Marshall communication with a revised timeline, could the quote and a completion date be included ([see my Administrators request below](#)) so we may send that back to them as our show of "good faith" continuing on to resolve this to their satisfaction.

Please and Thanks,

Robert J. McKinley, Facilities Manager

Maine Veterans' Homes
35 Heroes Way
Augusta, ME 04330

PH: (207)-620-3030 (Direct Line)
Fx: (207)-626-2957



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DEC 16 2024

BY: _____

From: Jacob C. Anderson <janderson@MaineVets.org>
Sent: Monday, December 16, 2024 8:16 AM
To: Robert J. McKinley <robertmckinley@MaineVets.org>
Subject: FW: <External>New Keypad Card Readers, Replacing Existing Card Readers.
Importance: High

Could A3 update this quote? And maybe add the date work is scheduled? It should meet their expectations...

From: Robert J. McKinley <robertmckinley@MaineVets.org>
Sent: Tuesday, November 26, 2024 3:20 PM
To: 'Michael Rinaldi' <mrinaldi@a3communications.com>
Cc: Jacob C. Anderson <janderson@MaineVets.org>; Brice Greenleaf <bgreenleaf@a3communications.com>
Subject: RE: <External>New Keypad Card Readers, Replacing Existing Card Readers.
Importance: High

Hi Michael,

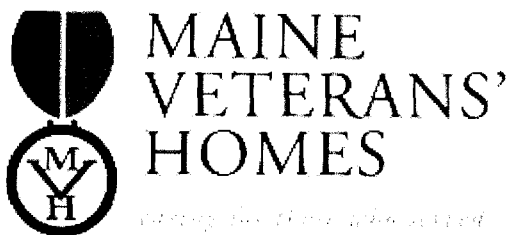
We had a return visit from the State Fire Marshall today. This tag for this work will be the only one we have remaining open after their visit. Is it possible to have an official A3 letterhead communication written and sent with current projected timing on parts delivery and then install presumably a few days thereafter. We think they may request such from as they did with another issue regarding doors that Caleb/Exactitude at your sister company helped work through with us. I've enclosed the contract Brice worked up for us if it helps. I know our Administrator will want to include both in his communication back to the SFM.

Please and Thanks In Advance,

Robert J. McKinley, Facilities Manager

Maine Veterans' Homes
35 Heroes Way
Augusta, ME 04330

PH: (207)-620-3030 (Direct Line)
Fx: (207)-626-2957



RECEIVED
DEC 16 2024
BY: _____

From: Michael Rinaldi <mrinaldi@a3communications.com>
Sent: Friday, November 22, 2024 8:24 AM
To: Robert J. McKinley <robertmckinley@MaineVets.org>
Cc: Brice Greenleaf <bgreenleaf@a3communications.com>; Delmar Cooper <dcooper@a3communications.com>; Torrie Bean <tbean@a3communications.com>; Jacob C. Anderson <janderson@MaineVets.org>
Subject: RE: <External>New Keypad Card Readers, Replacing Existing Card Readers.

Yes Sir – I'm waiting on a shipping date and will ask for rapid scheduling. Making the end of December install date shouldn't be a problem.

From: Robert J. McKinley <robertmckinley@MaineVets.org>
Sent: Friday, November 22, 2024 8:10 AM
To: Michael Rinaldi <mrinaldi@a3communications.com>
Cc: Brice Greenleaf <bgreenleaf@a3communications.com>; Delmar Cooper <dcooper@a3communications.com>; Torrie Bean <tbean@a3communications.com>; Jacob C. Anderson <janderson@MaineVets.org>
Subject: RE: <External>New Keypad Card Readers, Replacing Existing Card Readers.

--External Email--

Hi Mike,

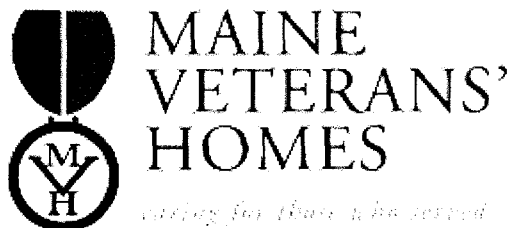
Thanks for reaching out. I look forward to working with you moving forward.

Do we have an ETA on the readers with keypad? We hope to have all this work completed by the end of December at the latest to satisfy our commitments to the State Fire Marshall. Please advise.

Best Regards,

Robert J. McKinley, Facilities Manager
Maine Veterans' Homes
35 Heroes Way
Augusta, ME 04330

PH: (207)-620-3030 (Direct Line)
Fx: (207)-626-2957



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DEC 16 2024

BY: _____

From: Michael Rinaldi <mrinaldi@a3communications.com>

Sent: Thursday, November 21, 2024 3:37 PM

To: Robert J. McKinley <robertmckinley@MaineVets.org>

Cc: Brice Greenleaf <bgreenleaf@a3communications.com>; Delmar Cooper <dcooper@a3communications.com>; Torrie Bean <tbean@a3communications.com>

Subject: <External>New Keypad Card Readers, Replacing Existing Card Readers.

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Dear Robert,

Please allow me to introduce myself. I am your A3 / Exactitude Project Manager and will be your point of contact for the upcoming installation.

I am working with Brice and the rest of A3's Operations throughout the installation.

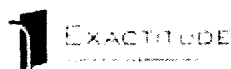
Your Keypad readers are on order. Once received, I will begin coordinating and scheduling the installation.

In the meantime, should anything come up or should you need additional services please feel free to contact me using my information below.



Mike Rinaldi
Project Manager

office	207.829.8631 ext. 4714
direct	240.509.7127
cell	207.712.2452
email	mrinaldi@a3communications.com



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BY: _____

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12 Sky View Drive
Cumberland, ME 04110
www.a3communications.com
(207) 536-5474



Gate Card Reader to Keypad Replacements

Prepared by:

A3 COMMUNICATIONS

Brice Greenleaf
207.536.5474
bgreenleaf@a3communications.com

Prepared for:

Maine Veterans' Home-Augusta

35 Heros Way
Augusta, ME 04330
Robert McKinley
(207) 622-2454
robertmckinley@MaineVets.org

Ship To:

Maine Veterans' Home-Augusta

35 Heros Way Augusta, ME 04330
Robert McKinley
(207) 622-2454
robertmckinley@MaineVets.org

Quote Information:

Quote #: AAAC001201

Version: 1
Date: 11/04/2024
Expiration Date: 12/02/2024

Scope of Work

A3 Communications will provide installation services to replace 3) existing HID card readers with 3) HID Keypad readers in the following locations

- AL/TC exterior parking from AL/TC exterior patio
- Henry's Way - exterior from AL/TC exterior walkway
- Long Term Care parking from Long Term Care exterior Patio

Customer to provide pin code prior to start of work and A3 will provide basic set up and only one card reader is being replaced at each location. Customer to apply pin code to all credential holders in existing database. All patient wander integrations to be provided by others.

Access Control Material

Qty	Description	Price	Ext. Price
3	HID multiCLASS SE® RPK40 Multi-technology Smartcard Reader with Keypad - Wall Switch 13.56 mHz EAL5+ Certified OSDP Capable Mobile Configurable	\$567.69	\$1,703.07

Subtotal: **\$1,703.07**

A3 Professional Services

Qty	Description	Price	Ext. Price
2	Physical Security Technician	\$125.00	\$250.00
4	Physical Security Network Engineer	\$135.00	\$540.00

12 Sky View Drive
Cumberland, ME 04110
www.a3communications.com
(207) 536-5474



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A3 Professional Services

DEC 16 2024

Qty	Description	Price	Ext. Price
1	Project Management	\$125.00	\$125.00

Subtotal: **\$915.00**

Quote Summary

Description	Amount
Access Control Material	\$1,703.07
A3 Professional Services	\$915.00

Subtotal: **\$2,618.07**

Shipping: **\$38.46**

Total: **\$2,656.53**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Payment Terms: NET 30

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Unless otherwise stated herein, A3 Communications Standard Terms and Conditions are hereby incorporated by reference.

Maine Veterans' Home-Augusta

Signature: Robert J. McKinley
Name: ROBERT J. MCKINLEY
Date: 11/5/2024