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
	AL11964916	A. BUILDING: _____ B. WING _____	09/04/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE WEST BOYNTON BEACH	8220 JOG ROAD BOYNTON BEACH, FL 33437

(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 for complaint number #2026015363 commenced on and concluded on at Brookdale West Boynton Beach. The facility had deficiencies at the time of the survey. There were Class I deficiencies found for Tag A 0078, and A 0092. A Class I deficiency is a deficiency that the agency determines and presents a situation in which immediate corrective action is necessary because the facility's noncompliance has caused, or is likely to cause, serious injury, harm, , , or to a resident receiving care in a facility. The deficient practice contributed to the facility's failure to implement procedures to establish and maintain a safe and sanitary kitchen environment, as evidenced by the presence of insects (roaches); and the facility's failure to ensure the Dining Services Director performed her assigned job duties, including training Dietary Staff, maintaining a sanitary kitchen environment, and implementing the facility's policy and procedure regarding maintaining the kitchen in a safe manner. As a result of unsatisfactory food service inspections conducted on , , , , , the Department of Health (DOH) mandated the facility to immediately cease the operation of the kitchen for all food services. This failure placed all 87 residents (resident census) who consume their meals and/or food items from the kitchen, at risk of exposure and/or a foodborne illness.	A 000		

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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A 000	Continued From page 1 The Class I noncompliance began on . The facility's Executive Director was notified of the Class I noncompliance on and at 5:30 PM. The census at the start of the survey was 87. The following is a description of the deficiencies found at the time of the visit.	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	A 078		

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A 078	Continued From page 2 written statement is submitted from a health care 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, interviews, and observations the facility failed to ensure the	A 078		

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A 078	Continued From page 3 Dining Services Director performed his/her assigned job duties, including 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 caused all 87 residents (facility census) residing at the facility who consume their meals and/or any food items from the kitchen, at risk of exposure and/or ˻ a foodborne illness. As a result of unsatisfactory Department of Health (DOH) food service inspections on: , , , , , and on /206 the DOH issued an Order to cease operating all food service at the Facility. Cross reference A 0092 for additional information. The findings included: A review of the Dining Services Director (Dated) job description documented the following duties and responsibilities. Position: Dining Services Director Reports to the Executive Director [Administrator] Job Summary: Direct food service operations within the community including all food preparation dining room operations and dining delivery services. Ensures the highest nutrition and food quality for the health and pleasure of the residents Complies with all federal state and local regulations to ensure sanitary and safe operations. Essential Functions: Hires, trains and manages all supervisory staff for the kitchen, dining room catering and delivery services. Ensures that supervisors maintain a	A 078		

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A 078	Continued From page 4	A 078		

safe and sanitary environment and provide a caring and pleasurable dining experience for the residents. Coaches supervisors in maintaining appropriate staffing levels and effectively motivating, disciplining and training associates.

Education and Experiences:
College degree in food service or hospitality management is preferred. A minimum of eight years of progressive experience in food service industry includes at least three of those years in a responsible supervisory role of others preparing food and servicing customers.
Experience to include management of food inventories and budgets.

Certifications, Licenses and other Special Requirements:
Current SERV Safe Certification required.
Obtain/hold any local, state, and/or county required food handling /supervisions/ sanitation licenses and/certificates.

Management/Decision Making:
Applies existing guidelines and procedures to make varied decisions within a department. Uses sound judgement and experience to solve moderately , problems based on precedent, example, reasonableness or a combination of these. Ability to manage a large number of associates directly and through other supervisors to create a productive and motivated department.

Knowledge and skills:
Possesses extensive knowledge of a distinct skill or function and a thorough understanding of the organization and work environment. Has working knowledge of functional discipline. Extensive knowledge of food preparation and delivery.

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A 078	Continued From page 5 Knowledgeable of all aspects of food service positions with food and beverage background. Extensive knowledge of federal, state and local regulations regarding the safety of food preparation and handling. Willingness to communicate perceived physical and emotional needs of residents to other skilled staff to assist with , their care needs. A review of the Associate Director, Dining Services Protem/Dining Services , (Dated) documented the following duties and responsibilities. Job Summary: Assists with planning, directing, training and coordinating the activities of the food service departments within the assigned divisions. Essential Functions: 1)Assists Regional Directors, Area Directors, Executive Directors and Dining Service Managers in the following duties: Operating as DSC at a community, hiring and training appropriate staff, resolving food cost problems, resolving food quality issues, , sanitation concerns. , be utilized to fill in for DSCs on PTO or leave. 2) Carries out supervisory responsibilities in accordance with the company's policies and applicable laws. Responsibilities include training associates; planning, assigning, and directing work; appraising performance. 3) Trains dining services and other staff on menu system, presents in services, and "Trains the Trainer". 4) Assists with the development and revision of dining services forms, policies, procedures and training tools.	A 078		

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A 078	Continued From page 6 5) Conducts and facilitates regular meetings with the dining service managers within the division to discuss new policies, procedures, training programs, etc. Education and Experience: Bachelor's degree from four-year college or university preferred. A minimum of five years dining service experience with two or more years of supervisory experience in senior housing hospitality is required. Certifications, Licenses, and other Special Requirements: Obtain/hold any local, state and/or county required food handling/sanitation licenses and/or certificates. Must be ServSafe Certified. Registered dietitian or Certified Dietary Manager preferred. Management/Decision Making; Applies existing guidelines and procedures to make varied decisions within a department. Uses sound judgment and experience to solve moderately , problems based on precedent, example, reasonableness or a combination of these. Knowledge and skills: Possesses extensive knowledge of a distinct skill or function and a thorough understanding of the organization and work environment. Has working knowledge of functional discipline. Extensive knowledge of food preparation and delivery. Knowledgeable of all aspects of food service positions with food and beverage background. Extensive knowledge of federal, state and local regulations regarding the safety of food preparation and handling. Willingness to communicate perceived physical and emotional	A 078		

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A 078	Continued From page 7 needs of residents to other skilled staff to assist with their care needs. A review of the facility's recent DOH inspections (/26 &), revealed multiple violations resulting in unsatisfactory Food Service inspections. The facility was provided with multiple opportunities to correct the violations within the inspection time frames. However, the facility was unable to correct the violations as required per the DOH rules and regulations/statues. The facility failure to correct the violations resulted in the issuance of an Emergency Suspension of Food Sanitation certificate on by DOH. On a " delivered" Emergency Suspension of Food Sanitation Certificate and Order to Cease Operation All Food Service at Facility was issued to the facility by the DOH Representative 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 found evidence of a substantial cockroach infestation including numerous live and cockroaches in the food service areas. 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. On the , , inspection, Department Inspectors observed the following in the main kitchen. At least 3 live roaches in wall gap above the cereal station, at least 1 live roach	A 078		

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A 078	Continued From page 8 behind dipper well on the service line, 1 live roach in the corner above the drying rack area, 2 live roaches in the wall gap by the drying rack, 1 live roach by prep sink table attachment in the wall gap. 1 live roach on the pipe behind convection oven, 4 live roaches under the steam table in the lower storage compartment, 3 live roaches in the out of service juice machine, 1 live roach by the wall by the three-compartment sink and 1 live roach on the wall behind the dish machine. The Department also observed 1 roach under the fire suppression system box on the wall, 2 roaches in the corner next to the exit door and dessert speed rack, 1 roach under the dish machine landing, 2 roaches in the chemical closet on the wall, 1 roach on the floor under the main prep area, and 2 roaches behind the reach-in-cooler along the side wall. In the Memory Care serving kitchen the following was observed:3 live roaches observed under the -washing sink area. You must cease operating both kitchens 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. A review of the Emergency Suspension of Food Sanitation Certificate and Order to Cease Operating All Food Service at the Facility from the Department of Health dated revealed, the Administrator acknowledged the finding; the Administrator signed the order on . During an interview with the Administrator on at 9:15 AM, the facility's food service inspection reports were discussed and the	A 078		

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A 078	Continued From page 9	A 078		

unsatisfactory status. The Administrator acknowledged that the condition of the kitchen and the roach infestation was unacceptable. He further stated that this matter should have been handled in an expedited manner when first identified on during the food service inspection by the DOH representative by the facility's Dining Services Director. He confirmed that the Facility's Dining Service Director is responsible for the operation, maintenance and sanitation of the kitchen. He stated this position reports the Administrator.

During a tour of the kitchen on at 10:05 AM with the Administrator, it was noted that the problems identified in the DOH inspection reports were still present; no staff members or cleaning company noted present. Further observations of the kitchen revealed both live and cockroaches. The kitchen was also noted to be dirty, food debris on the floor and walls, dishes identified as clean noted dirty with dried food buildup, food storage areas and tables noted dirty with abundance of grease and other food buildup.

During an interview on at approximately 12:30 PM with the acting Dining Service Director (Staff C), she stated that she is responsible for the job duties/ functions of the Dining Services Director at facility and had been since . She further stated she was hired by the Corporation (Owners of the facility) as the Associate Director/Dining Services , , , and had been employed for a few years (exact date not provided). She stated that the corporate office assigned her to the facility temporary. The assignment was to cover the Dining Director 's responsibilities while the facility was in the process of deciding on a permeant hire

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A 078	Continued From page 10 for the position since the previous Dining Director (Staff V) was terminated on . When asked for the termination reason for Staff V, it was revealed that the employee was on a Performance Improvement Plan (PIP) and the employee was eventually terminated; reason for the plan was not provided. A copy of the PIP was requested; however, no documentation was provided. Staff C (acting Dining Services Director) during an interview on at 12:45 PM stated that she was responsible for kitchen sanitation, cleaning the kitchen and training 17 Dietary staff (3 Cooks (E, F, U), 4 Utility Associates/Dishwasher (G, H, I, T) and 9 Dining Servers(K-S). She stated she is aware of the cockroaches in the kitchen currently and that this has been an ongoing problem. She stated she informed the Administrator regarding the roach infestation. Review of the Job Descriptions for Cooks, Utility Associates/Dishwasher and Dining Servers and Managers revealed all had documented responsibilities(tasks) to perform cleaning and sanitation duties. In addition, all reported to a Management team (Director and/or Manager) member for oversight. A) Position: Manager Job Title: Manager, Dining Room Reports To: Director, Dining Services Job Summary: Responsible for providing quality dining experiences by overseeing dining room staff and maintaining a pleasant and clean dining environment.	A 078		

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A 078	Continued From page 11 Essential Functions: 1) Manages daily operations of dining room, room service and convenience store if applicable. 2) Assigns wait staff to designated sections and all staff to appropriate side work inspects work to ensure proper completion. 3)Ensures an adequate number of service employees for each shift and ensures absences are covered. 4) Leads the training of all new dining room associates and conducts required ongoing training sessions. 5) In consultation with the dining services director hires trains disciplines and terminates departmental associates in accordance with company policies. B) Position: Cook Reports to: Dining Services Coordinator/Manager Job Summary: Prepares and cooks meals for communities and maintains standards of kitchen cleanliness. Essential Functions: 1)Prepares all food according to the menu in a safe, sanitary manner under the direction of the dining services coordinator/manager. 2) Adheres to all safety and sanitation standards. 3) Follows departmental procedures including sanitation, safety, and cleaning schedules. 4) Oversees proper food handling and utilization of all foods to prevent contamination. 5) Cleans all food service equipment, kitchen and food storage areas. C) Position: Dining Server Reports To: Dining Services Manager Job Summary: Provides quick efficient and pleasant delivery of food to residents and guests ensuring all quality	A 078		

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A 078	Continued From page 12 standards of food and service are being met. Ensures good customer service, safety and proper handling of dishes, glassware, and utensils. Essential Functions: 1)Assist with the preparation and assembly of meals in accordance with the menu and in a safe sanitary manner under the direction of the cook or dining services manager as needed. 2)Follows department procedures including sanitation safety and cleaning schedules. labels and dates all food products in the refrigerator freezer and food storage area properly disposes of refuse. 3) Assist setting tables removing dirty dishes disposing of refuse and waste materials and restocking inventory as needed. D) Position: Utilities Associate / Dishwasher Reports To: Dining Services Manager Job Summary: Operates the dish machine and maintains the cleanliness of the dish machine area. Essential Functions: 1)Sets up and cleans dish machine area; checks temperatures and soap dispensing levels. 2) Stores clean equipment and utensils . 3) Assists in maintaining preparation and service area in a sanitary condition. 4) Empties garbage and moves to dump site. Review of the personnel files (Kitchen Staff/Dining Staff) revealed no additional training and/in-service as it relates to the concerns/violations identified by DOH. During an	A 078		

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A 078	Continued From page 13 interview with Staff C on at 2:15 PM, she confirmed that no additional training had been provided for staff regarding kitchen cleaning procedures and/or implementing the facility's kitchen cleaning protocol and checklist (per facility policy). Staff interviews conducted with Dietary Staff on and between 9 AM and 4PM confirmed, no additional training had been received and that they were not following the facility kitchen sanitation protocol and checklist audits. Staff C's duties as outlined in the job description for her current position and dually appointed position at the facility required oversight duties and implementation of sanitation procedures and training of Dietary/Kitchen staff to ensure the kitchen was maintained in a safe manner and according to state guidelines and rules. However, neither Staff C nor the Administrator could provide any documentation to reflect Staff C performed her job duties. As a result, the facility's kitchen services were suspended. Although concerns were previously identified by the Executive Director, the Department of Health (DOH) inspections, and Service Inspection Reports from the Facility's pest control company, the facility failed to implement a timely corrective action to eliminate the roach infestation and maintain a sanitary kitchen. As of the date of this survey, Dining Service Director, was still operating as the Facility's Dining Service Director and still in charge of the facility's kitchen (sanitation, food prep etc.) and responsible for overseeing / and managing all dining staff. The Dining Service Director did not provide	A 078		

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A 078	Continued From page 14 documentation of any staff in-services or staff training to ensure that they were all capable of performing their assigned job duties. Further record review failed to indicate any prior steps implemented (no assessment of competency of prior training) by the facility to ensure the food service(dietary) staff were capable of their duties prior to. 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, 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.	A 092		

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A 092	Continued From page 15 (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 , , , , , , 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 Policy titled, Kitchen Cleaning with an Effective Date: of , , Applies to: Dining -All Product Types documented the following: Policy Overview: All kitchen and food preparation areas must be cleaned according to federal, state, and local regulations. Policy Detail: 1. A cleaning schedule is posted in full view of all associates. Cleaning duties are followed by associates and verified by dining manager(s). 2. Food service equipment is cleaned by cleaning	A 092		

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A 092	Continued From page 16 schedule and sanitized after each use. 3. Food service areas (counters, drawers, cupboards, prep areas, cutting boards, bus carts and trays) are cleaned and sanitized. 4. Kitchen area (walls, cupboard doors, ceiling, lights and vents are clean, free from dust and in good repair (free of cracks and holes). Forms/Links: Closing Checklist Food Safety & Sanitation Audit a) Review of the form titled, Dining Opening/Closing Checklist revealed it is to be completed daily in the AM and PM, Monday through Saturday. This checklist form showed approximately 23 (AM) and 29 (PM) checklist items to be checked /cleaned and the frequency of checking/cleaning. The checklist items are to be reviewed and marked as Satisfactory(S) or Unsatisfactory(U) or Not Applicable (N/A). The form didn't indicate which Dining Staff member(s) were responsible for completing/implement and which Management Staff would oversee the form. The Checklist also included a cleaning schedule(s) titled, Cleaning Schedule - of the House and Cleaning Schedule -Front of the House. This cleaning schedule listed cleaning items and procedures for Dietary Staff to complete from Sunday to Saturday to maintain a safe and sanitary kitchen. b) Review of the form titled, Food Safety & Sanitation Audit (revised) revealed the following. Instructions: Food Safety & Sanitation (FSS) Audit shall be performed on a weekly basis by the Dining Services leader. This audit should encompass all food service areas including but not limited to: pantries, service stations, separate	A 092		

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A 092	Continued From page 17 AL (Assisted Living) and MC (Memory Care). The worksheet is to be completed on a weekly basis by the Dinning Services Director (DSS). Review of the worksheet revealed multiple cleaning responsibilities and duties in the following areas; 1)Regulations & Mandatory Postings 2)Temperature Control 3)Food Protection 4)Refuse & Pest Control 5)Cross Contamination 6) Personal Hygiene 7)Safety A review of the facility's Policy titled: Food Storage-DS-04-013 with an effective date of 2005. Last Revised , , revealed the following. Policy Overview All foods must be stored in a manner that maximizes nutrient retention, quality, and food safety. Policy Detail The storerooms and walk-ins should be maintained free from dirt, dust, insects, rodents or any potential sources of contamination. On a Department of Health (DOH) representative completed a routine food service inspection of the facility's food service areas. A review of the DOH food service inspection report dated revealed the facility received violations in the following areas, 1)Demonstration of Knowledge/Training Violation Comments: Observed facility missing record of annual employee training. All facilities must have their employees trained in their duties and responsibilities.	A 092		

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A 092	Continued From page 18 2) holding temperatures Violation Comments: Observed puree French toast and puree eggs in hot holding line reach in warmer at 45F. Employee discarded-corrected on site. Observed Pico de Gallo, breaded veal, raw fish, milk, and all various items in walk in cooler at 45F. Manager discarded-corrected on site. 3)Insects, rodents, and animals not present Violation Comments: Observed one cockroach on wall near 3 compartment sinks-Manager cleaned, corrected on site. Observed two cockroaches on prep table area near coffee pots- Manager cleaned, corrected on site. Observed some general bug debris on ground near equipment storage racks. 4)Personal cleanliness Violation Comments: Observed two food employees cooking and prepping food with wristwatch and bracelets on. Employees took off jewelry-corrected on site. These violations resulted in the facility receiving an "Unsatisfactory" inspection report and a Reinspection date at 8:00 AM. On a Department of Health representative completed a reinspection of the facility food service areas. A review of the DOH inspection report dated revealed the facility received violations in the following areas, 1)Demonstration of Knowledge/Training Violation Comments: Observed facility missing record of annual employee training. All facilities must have their employee trained in their duties and responsibilities. 2)Insects, Rodents, and animals not present Violation Comments: Observed general bug debris on ground under shelves-employee cleaned-corrected on site. Observed live	A 092		

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A 092	Continued From page 19 cockroach in vinyl wall seal above prep table near stand mixer. All facilities must be free of pests. These violations resulted in the facility receiving an "Unsatisfactory" inspection report and a Reinspection date at 8:00 AM. On a Department of Health representative completed a reinspection of the facility 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 Violation Comments: Observed one live cockroach on wall above three compartment sinks. Observed one live cockroach in wall above prep tables by cereal dispensers. Observed three live cockroaches' underneath hood system metal shielding behind hot cook line. Observed one live cockroach on ground in hot cook line area. All facilities must be free of pests. General comments: Advised facility to create a dedicated log of cockroach sightings as well as a plan of action to be implemented regarding inaccessible areas that are lodging insects. These violations resulted in the facility receiving an "Unsatisfactory" inspection report and a Reinspection date at 8:00 AM. On a Department of Health representative completed a reinspection of the facility food service areas. A review of the DOH inspection report dated revealed the facility received violations in the following areas, 1)Insects, rodents, and animals not present Violation Comments: Observed multiple, at least	A 092		

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A 092	Continued From page 20 five, live roaches near the floor behind the cooking equipment. Observed one live roach inside juice machine. Observed one live roach behind fire control box above washing sink. Observed one live roach on the under the three compartment sinks. Observed one roach egg inside lower oven, left side. Observed one roach on top of water filter behind cook line. One roach on floor next to exit door/dessert speed rack. Observed one roach under dish landing. General Comments: Facility Cleaned some equipment spoke with the manager regarding Roach activity and she stated she did not see anything when she came in around 5:30 AM. Advised to continue cleaning all equipment and food contact surfaces to prevent food build up and standing water. Also advised to check for standing water when the first employee comes into the morning shift as well as to do a thorough check of all areas of the kitchen, dishwashing area, dry storage area and any other areas to check for roach activity. Regardless if something is seen it should be documented. Also advised the facility to review all standard operating procedures for cleaning and pest control to ensure the employees are doing what they need to do and to modify the procedures as needed. These violations resulted in the facility receiving an "Unsatisfactory" inspection report and a Reinspection date at 8:00 AM. On , a Department of Health representative completed a reinspection of the facility food service areas. A review of the DOH	A 092		

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A 092	Continued From page 21 inspection report dated revealed the facility received violations in the following areas, 1)Insects, rodents, and animals not present Violation Comments: Observed at least 3 live roaches in wall gap above cereal station, observed at least 3 live roaches behind the dipper well on service line, one live roach in corner above drying rack area, observed 2 live roaches in wall gap by drying rack, 1 live roach by prep sink table attachment in well gap, 1 live roach on pipe behind convection oven, 4 live roaches under stream table in lower storage compartments, 3 live roaches in "out of service" juice machine, 2 live roaches on wall by three compartment sinks, 1 live roach on wall behind dish machine. Observed 1 roach under the fire suppression system box on the wall, 2 in the corner next to the exit door and dessert speed rack, 1 roach under dish machine landing, 2 in chemical closet on wall, 1 on floor under main prep area, 2 behind reach in coolers alongside wall. General Comments: Terminix on site during reinspection, Technician moved equipment and observed a significant infestation of roaches in the flip top cooler drip pan. He removed the equipment to the outside dumpster area. The facility stated they will discard that equipment and buy a new unit. Also, observed a small memory care unit service kitchen on the second floor. Observed 3 live roaches under the -washing sink area. Memory Care service area has a -washing sink and drink dispensers. Food comes from the main kitchen, plated and transported in electric	A 092		

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A 092	Continued From page 22 hot boxes. These violations resulted in the facility receiving an "Unsatisfactory" inspection report and a Reinspection date at 8:00 AM. On a " delivered" Emergency Suspension of Food Sanitation Certificate and Order to Cease Operation All Food Service at Facility was issued to the facility by the DOH Representative 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 found evidence of a substantial cockroach infestation including numerous live and cockroaches in the food service areas. 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. On the , inspection, Department Inspectors observed the following in the main kitchen. At least 3 live roaches in wall gap above the cereal station, at least 1 live roach behind dipper well on the service line, 1 live roach in the corner above the drying rack area, 2 live roaches in the wall gap by the drying rack, 1 live roach by prep sink table attachment in the wall gap. 1 live roach on the pipe behind convection oven, 4 live roaches under the steam table in the lower storage compartment 3 live roaches in the out of service juice machine, 1 live roach by the wall by the three-compartment sink and 1 live roach on the wall behind the dish machine. The Department also observed 1 roach under	A 092		

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A 092	Continued From page 23 the fire suppression system box on the wall, 2 roaches in the corner next to the exit door and dessert speed rack, 1 roach under the dish machine landing, 2 roaches in the chemical closet on the wall, 1 roach on the floor under the main prep area, and 2 roaches behind the reach-in-cooler along the side wall. In the Memory Care serving kitchen the following was observed:3 live roaches observed under the -washing sink area. During an interview with the Administrator on at 9:15 AM, the facility's food service inspection reports were discussed and the unsatisfactory status. The Administrator acknowledged that the condition of the kitchen and the roach infestation was unacceptable. He further stated that this matter should have been handled in an expedited manner when identified on during the food service inspection by the DOH representative by the facility's Dining Services Director. He confirmed that the Facility's Dining Service Director is responsible for the operation, maintenance and sanitation of the kitchen. He stated this position reports the Administrator. Further interview with the Administrator on at 9:50 AM revealed the facility currently provides meal service to approximately 87 (Resident #1-#87) residents that reside in the facility. He stated 70 residents reside in the AL (Resident #1-#70) and 17 residents in the MC (Memory Care Unit). He confirmed that the residents residing in the facility depend on the facility to prepare and serve all meals (breakfast, lunch and dinner). During a tour of the kitchen on at	A 092		

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A 092	Continued From page 24	A 092		

10:05 AM with the Administrator, it was noted that the problems identified in the DOH inspection reports were still present; no staff members or cleaning company noted present. Further observations of the kitchen revealed both live and cockroaches. The kitchen was also noted to be dirty, food debris on the floor and walls, dishes identified as clean noted dirty with dried food buildup, food storage areas and tables noted dirty with abundance of grease and other food buildup.

At this time, the Administrator was questioned regarding kitchen cleaning procedures implemented to correct the violations and roach infestation as identified by DOH. He stated that the facility stopped using the kitchen on (last meal service was dinner) as they had , the Emergency suspension order based on the prior violations and discussion with DOH on . He stated all future meals for the residents would have to be purchased from a third party (restaurant) temporarily until catering services were secured. He stated that they were working on securing a food catering contract to prepare meals offsite and deliver to the facility to serve to the residents in designated area approved by DOH within the facility. He stated he was aware this would cause some delay with food service for the residents but would work with the catering company to ensure timely delivery of meals to ensure timely meal service.

During an interview with the Administrator on at 10:25 AM, he stated that the facility had hired a professional cleaning company (Company A) on and that services were performed on the same day. However, he stated that he was not satisfied with the cleaning service performed by this company as he agreed that the condition of the kitchen was

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A 092	Continued From page 25 unacceptable. He also stated that he had not implemented any additional cleaning procedures by staff, and that he was still working on a plan, including hiring another cleaning company. During an interview with the acting Dining Service Director (Staff C) on at 10:45 AM, the facility's cleaning schedule and audit checklist were requested for the past 6 months. She stated the facility's Dining Staff clean daily. At this time, she was requested to provide documentation and/or the procedures implemented by staff to clean the kitchen. A request was also made for documentation regarding any pest control services applied to the kitchen. She stated she had no documentation. She also stated she was unable to provide any documentation from the previous Dining Service Director. During an interview on at approximately 11:00 AM with Staff E (Cook), she stated that the facility's kitchen currently has roaches, and that she has seen them. She further stated that the roaches had been in the kitchen for a couple of weeks. She stated that they (kitchen staff) cleaned and notified Staff C (Dining Service Director), but they still observed roaches in the kitchen. However, she could not identify the cleaning procedures performed. During an interview on at approximately 11:08 AM with Staff G (Utility Associate/Dishwasher) she stated that the facility's kitchen currently has roaches, and that she has seen them. She further stated that the roaches had been in the kitchen for a couple of weeks. She stated the night crew (evening Dietary Staff) sprayed and cleaned, but they still	A 092		

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A 092	Continued From page 26 have them (roaches) in the kitchen. However, she could not identify the cleaning procedures performed nor was she able to provide the date spraying occurred. During an interview on at approximately 11:30 AM with Staff N (Dining Server), she stated the facility has roaches in the kitchen, and she has seen them within the past 2 weeks and reported it to the Dining Service Director. She stated that they had cleaned the kitchen. However, she could not identify the cleaning procedures performed. During an interview on at approximately 10:30 AM with Staff C (acting Dining Services Director), the facility's cleaning policy and procedure and checklist (as provided by the Administrator) were discussed. She was also questioned as to why the facility's cleaning policy and procedures were not implemented. She stated she was not aware that she had to complete the forms and that she had not been advised to do so by the Administrator. During an interview on at approximately 11:05 AM with Staff M (Dining Server) he stated that the kitchen is full of roaches. He stated that they had cleaned the kitchen. Staff M stated he had notified Staff C (Dining Service Director) on multiple occasions regarding the roaches. He stated that they clean the kitchen, but they don't document any of the cleaning. However, he could not identify the cleaning procedures performed.	A 092		

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A 092	Continued From page 27 During an interview on at approximately 11:30 AM with Staff K (Dining Server) he stated that they had seen roaches in the kitchen areas and that they clean daily but was not sure where the cleaning check list is kept. He stated that the facility has had roaches for a few weeks and has notified Staff C. However, he could not identify the cleaning procedures performed. During an interview on at approximately 4:10 PM with Staff M (Dining Server), he stated he observed roaches on the floor in the kitchen. He reported he did not submit a formal report because he was not aware of the proper reporting procedure. During an interview on at approximately 4:30 PM with Staff Q (Dining Server), she stated she observed some bugs, on the floor in the kitchen. She stated she notifed the acting Dining Services Director (Staff C). During an interview on at approximately 4:41 PM with Staff R (Dining Server), she stated she observed roaches near the dishwasher while loading dishware. She stated she did not report the issue because she was unsure of the appropriate reporting steps. During an interview on at 4:55PM with Staff T (Utility Associate/ Dishwasher), she stated she has seen roaches in the kitchen. She stated she reported this matter to the acting Dining Service Director (Staff C). Review of Pest Control Inspection reports for the month of , and revealed evidence of roaches in the kitchen area. Further review of the reports revealed treatment was rendered. The	A 092		

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE WEST BOYNTON BEACH	8220 JOG ROAD BOYNTON BEACH, FL 33437

(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 pest control notes show recommendations that the facility start implementing cleaning procedures to reduce the presence of the roaches. As of the date of this survey, Staff C (acting Dining Services Director) was still in charge of the kitchen and all Dining Staff members. Although the kitchen services were suspended, Staff C had not implemented any corrective action to ensure the kitchen was maintained in a safe and sanitary manner. During an interview with the Administrator on at 3 PM, he was also unable to provide an explanation as to why the facility's cleaning schedule and audit checklist were not implemented by the current or previous Dining Services Director. He stated he would work with the current Dining Services Director and Corporate offices to come up with a plan to address the unsatisfactory concerns identified by DOH. Class I	A 092		