VERMONT

Department of Disabilities, Aging and Independent Living
Division of Licensing and Protection
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AGENCY OF HUMAN SERVICES

Survey and Certification Voice/TTY (802) 241-0480
Survey and Certification Fax (802) 241-0343
Survey and Certification Reporting Line: (888) 700-5330
To Report Adult Abuse: (800) 564-1612

September 22, 2026

Melissa Byrne, Manager
Sterling House At Rockingham
33 Atkinson Street
Bellows Falls, VT 05101-1502

Dear Ms. Byrne:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **August 26, 2026.** Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

If you have any questions, please feel free to contact me at (802) 585-0995.

Sincerely,



Carolyn Scott, LMHC, MS
State Long Term Care Manager
Division of Licensing & Protection

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0609	A. BUILDING: _____ B. WING _____	C 08/26/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
STERLING HOUSE AT ROCKINGHAM	33 ATKINSON STREET BELLOWS FALLS, VT 05101

(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
R100	Initial Comments On 8/26/2026 the Division of Licensing and Protection conducted an unannounced on-site investigation of three anonymous complaints. The following deficiencies were identified.	R100		
R378 SS=C	7.1.a (10) Menus And Nutritional Standards The home must provide or obtain appropriate education and training for its chief food service staff to ensure the proper preparation and storage of all food items. The training provided to each staff must be documented by the home. This REQUIREMENT is not met as evidenced by: Based on staff interview, there is a failure to maintain documentation of trainings for the chief food service staff. Findings include: On the afternoon of 8/26/2026, documentation of training completed by the chief food service staff member was requested. Per staff interview with the Registered Nurse, the requested documentation was not on-file. These findings were confirmed by the Registered Nurse of the facility on the afternoon of 8/26/2026.	R378		
R389 SS=F	7.3.d Food Storage and Equipment All equipment, utensils and dinnerware must be in good repair. Cracked or badly chipped dishes and glassware must not be used. This REQUIREMENT is not met as evidenced by:	R389		

Division of Licensing and Protection
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE — TITLE: Director — (X6) DATE: 9/15/2026

Division of Licensing and Protection

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R389	Continued From page 1 Based on observation and staff interview, there is a failure to ensure all dinnerware is in good repair. Findings include: During a tour of the facility, commencing at approximately 9:40 AM on 8/26/2026, ceramic plates used to serve meals to residents were observed to have visible chips and cracks. Per staff interview, these findings were confirmed by the Registered Nurse of the facility on the afternoon of 8/26/2026.	R389		

Deficiency Statement Plan of Correction (POC)

Survey Date: August 26,2026

Facility Name: Sterling House at Rockingham

Deficiency Tag	How the deficiency was corrected	How other potential residents identified, and corrective action taken	Date corrected	System changes to ensure compliance of the regulation	Who will monitor to ensure compliance
~~R387~~ R378	Chief food staff will complete Certificate training	N/A	9/30/2026	Chief food staff will maintain certification	Management
				R378 Accepted by YA on 9/22/2026	
R389	Damaged dinnerware disposed of	N/A	8/26/2026	Food staff will immediately remove any dishes that are damaged	All Staff
				R389 Accepted by YA on 9/22/2026	