



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

BKD Clare Bridge of Olympia LLC
Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

RE: Brookdale Olympia West License # 2497

Dear Administrator:

This letter addresses Compliance Determination(s) 39304 (Completion Date 04/09/2024) and 35302 (Completion Date 01/30/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/09/2024 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2990-1-b-iii, WAC 388-78A-2990-3

The Department staff who did the on-site verification:
Anissa Bearden, Licensors

If you have any questions, please contact me at (253)254-3190.

Sincerely,

Cory Cisneros

Cory Cisneros, Field Manager
Region 3, Unit E
Residential Care Services

This document was prepared by Residential Care Services for the Locator website.



Residential Care Services Investigation Summary Report

Provider/Facility: Brookdale Olympia West **Provider Type:** Assisted Living Facility
License/Cert.#: 2497
Compliance Determination #: 35302 **Intake ID:** 114779
Investigator: Anissa Bearden **Region/Unit #:** RCS Region 3 / Unit E
Investigation Date(s): 01/17/2024 through 01/30/2024
Complainant Contact Date(s):

Allegation(s):

- 1) facility did not have heat in resident rooms and common areas
 - 2) not enough wipes, gloves, and supplies for provide proper care to the residents
 - 3) caregivers not providing ADL care to residents
-

Investigation Methods:

Sample:	Total residents: 43 Resident sample size: 4 Closed records sample size: 0
Observations:	Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Nursing staff Residents Family members Management Corporate Directors Maintenance staff
Record Reviews:	Medical records State reporting log Facility policies Staff training records Maintenance logs

Investigation Summary:

- 1) after observation, interview, and record review the facility failed to have a plan in place to ensure residents were kept warm and provided a warm environment until the heating furnaces were repaired. Failed practice identified.
- 2) after observation and interview the sampled resident had sufficient amount of supplies in their rooms. the facility had gloves and wipes available for staff to use. No failed practice identified.
- 3) after observation and interview the residents observed and sampled were noted to

be well groomed. Residents personal care needs were provided and no concerns were expressed. no failed practice.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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Plan of Correction	Brookdale Olympia West	Completion Date
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You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 01/17/2024, 01/18/2024 and 01/18/2024 at:

Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

This document references the following complaint number(s): 114779

The following sample was selected for review during the unannounced on-site visit: 4 of 43 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Anissa Bearden, Licensor

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

Cory Cisneros

Residential Care Services

02/08/2024

Date

I understand that to maintain an Assisted Living Facility license, the facility must be in compliance with all the licensing laws and regulations at all times.

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420 YAUGER WAY SW
OLYMPIA, WA 985028660

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Residential Care Services

Date

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Administrator (or Representative)

2/14/24

Date

WAC 388-78A-2990 Heating-cooling Temperature. The assisted living facility must:

- (1) Equip each resident-occupied building with an approved heating system capable of maintaining a minimum temperature of 70° F. The assisted living facility must:
- (b) Maintain the assisted living facility at a minimum of 68° F during waking hours, except in rooms:
- (iii) Where residents cannot individually control the temperature in their own living units, maintain all living units at a temperature range of 70° F to 75° F;
- (3) Equip each assisted living facility with a backup source of heat in enough common areas to keep all residents adequately warm during interruptions of normal heating operations;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the facility failed to ensure the facility and residents rooms were maintained at required temperature range for 5 of 6 sampled residents (Resident 1 [R1], Resident 2 [R2], Resident 3 [R3], Resident 4 [R4], Resident 5 [R5], and Resident 6 [R6]). The facility failed to implement their facility policy and procedure for temperature control to ensure residents rooms were maintained at the required temperature ranges for 2 of 3 sample residents (R1 and R3). These failures resulted in resident complaints of being cold and having to wear winter clothing indoors to stay warm and placed all 43 of 43 residents at risk of decreased quality of life and at risk for cold temperature related discomfort and illness.

Findings included...

Record review of the facility's policy titled, "House Temperature & Extreme Heat and Cold" revised date 05/2022 (no day), showed "a comfortable community temperature is maintained for the residents per state or Federal regulations. A safe and comfortable indoor temperature range is generally defined for the older adult as 71 - 81 degrees or per state regulation... In emergencies, such as loss of power, follow the [facility] Emergency Plan and begin resident monitoring for possible adverse effects from extreme cold or heat." Record review of the facility's documented titled, "Temporary Excessive Cold Measures", dated 01/2018 (no day) showed, the facility was to monitor the indoor temperature every 1-2 hours, residents were to be checked every 1-2 hours and offered hot beverages/fluids and were evaluated for signs and symptoms of hypothermia (when the body loses heat faster than it can produce causing a dangerously low body temperature). Under the section titled "Extreme or Extended Periods of Cold", showed the indoor temperatures were monitored at least hourly or until the heating system had been repaired. The indoor temperatures would be communicated to the district director of operations or divisional leadership for possible evacuation. If the areas that fall below 68°

Administrator (or Representative)

Date

WAC 388-78A-2990 Heating-cooling Temperature. The assisted living facility must:

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- (b) Maintain the assisted living facility at a minimum of 68 F during waking hours, except in rooms:
- (iii) Where residents cannot individually control the temperature in their own living units, maintain all living units at a temperature range of 70 F to 75 F;
- (3) Equip each assisted living facility with a backup source of heat in enough common areas to keep all residents adequately warm during interruptions of normal heating operations;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the facility failed to ensure the facility and residents rooms were maintained at required temperature range for 6 of 6 sampled residents (Resident1 [R1], Resident 2 [R2], Resident 3 [R3], Resident 4 [R4], Resident 5 [R5], and Resident 6 [R6]). The facility failed to implement their facility policy and procedure for temperature control to ensure residents rooms were maintained at the required temperature ranges for 2 of 3 sample residents (R1 and R3). These failures resulted in resident complaints of being cold and having to wear winter clothing indoors to stay warm and placed all 43 of 43 residents at risk of decreased quality of life and at risk for cold temperature related discomfort and illness.

Findings included...

Record review of the facility's policy titled, "House Temperature & Extreme Heat and Cold" revised date 05/2022 (no day), showed "a comfortable community temperature is maintained for the residents per state or Federal regulations. A safe and comfortable indoor temperature range is generally defined for the older adult as 71 - 81 degrees or per state regulation... In emergencies, such as loss of power, follow the [facility] Emergency Plan and begin resident monitoring for possible adverse effects from extreme cold or heat." Record review of the facility's documented titled, "Temporary Excessive Cold Measures", dated 01/2018 (no day) showed, the facility was to monitor the indoor temperature every 1-2 hours, residents were to be checked every 1-2 hours and offered hot beverages/fluids and were evaluated for signs and symptoms of hypothermia (when the body loses heat faster than it can produce causing a dangerously low body temperature). Under the section titled "Extreme or Extended Periods of Cold", showed the indoor temperatures were monitored at least hourly or until the heating system had been repaired. The indoor temperatures would be communicated to the district director of operations or divisional leadership for possible evacuation. If the areas that fall below 68

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degrees Fahrenheit (F); residents must be moved to common areas that meet the proper temperature. Resident's temperatures would be checked every hour.

Record review of the facility's policy, "Cold Weather Preparation", revise dated 09/2023 (no day), showed when winter storm systems occur in that facility's region, the facility was to ensure that all heating systems, pre-heat coils, freeze stats, dampers, etc. are operational. The facility was to adjust thermostats accordingly to raise internal temperature of the structure that included core common areas and all units. Record review of the facility's policy, "Cold Weather", revise dated 09/2023, showed the facility was to maintain internal heat during periods of extreme cold to keep the sprinkler pipes and domestic water pipes from freezing, vacant units were to have heat turned on and adjusted to 72 degrees F. The heating system was to be checked and made sure that it was delivering heat to all areas of the facility. The room's temperature was to be checked frequently.

Record review of a picture sent to the department on 01/17/2024 at 11:29 AM, showed on 01/12/2024 at 10:08 PM, the thermostat labeled "Wing F corridor" area read at 64 degrees F and thermostat labeled "Wing F resident rooms" area was at 60 degrees F.

Record review of the local newspaper The Olympian article titled, "snow chances fade, but freezing temperatures still ahead in latest Olympia forecast", dated 01/11/2024, showed below-freezing temperatures were in the forecast for days ahead. The change in the forecast was even colder and the cold temperatures could linger longer. The local area could expect high temperatures in the 20's degrees F for the weekend with some places experiencing single-digit lows. Overnight lows would still be freezing until late the following week. Temperatures would be very dangerous for people who do not have access to adequate shelter. The local county public health and social services issued a hazardous weather advisory Wednesday, 01/10/2024, to increase shelter-in-place efforts.

Record review of the website extreme weather watch article titled, "Olympia Weather in 2024", undated, showed for dated 01/12/2024 through 01/16/2024 at night the temperature ranged from 11 to 17 degrees F at night and during the day the temperature ranged from 28 to 39 degrees F.

In an interview on 01/17/2024 at 11:03 AM, Staff D, Medication Technician, stated on 01/12/2024 during the time frame of 6 PM until 6 AM, the temperature of the facility and resident's rooms were colder than they usually were. Staff D stated the residents that typically do not complain, were complaining of their rooms being cold. Staff D stated R1 wore three sweaters, a winter coat, and their blankets that night in bed. Staff D stated R2 wore winter gloves and layers of winter sweaters when they were in their room. Staff D stated because R2's room was so cold, R2 did not want to be in their room or go to bed. Staff D stated the vents were blowing cold air. Staff D stated R3's room felt like the air conditioner was blowing it was so cold. Staff D stated the only heat to R3's room came from the heater in the R3's bathroom. Staff D stated Staff C, Maintenance Director, was called that night. Staff C told Staff D to go into the closet where the thermostats were for the resident's rooms on Bridge side of the facility. Staff D stated they did not know where the thermostats were located within the facility until Staff C told them. Staff D stated the thermostats showed the temperature for some of the rooms on the F wing were in the

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middle to low 60 degrees F. Staff D stated they took a picture of the thermostat's temperature readings. Staff D stated Staff D reset the thermostats on 01/12/2024 and stated the temperatures 60 and 64 degrees F were not too cold and sufficient temperatures. Staff D told Staff C that it was too cold for the residents. Staff D stated when they left the facility on 01/13/2024 at 7 AM, the resident's rooms and the hallways on Bridge side of the building were still "freezing".

In an observation and interview on 01/17/2024 at 12:54 PM, on the Bridge side of the facility, R4 was sitting in the large television (TV) room. R4 was observed to be wearing a shirt with a blue fleece sweater and a thick maroon coat, with their arms crossed and their hands tucked under their arms. R4 stated "it's cold". The vent in the ceiling by the large TV room was noted to be blowing cold air.

In an observation and interview on 01/17/2024 at 1:01 PM, inside R2's room the air temperature was cool to the skin. R2 was in bed under their covers. R2 stated they were in bed to keep warm because their room was so cold. R2 was observed wearing two long sleeve shirts, a long sleeve sweater, a thick fleece bathrobe, winter gloves on their hands and covered with 2 big comforters. Staff E, Care Staff, stated they never heard of R2 complaining of being cold. Staff E stated the last week the heater vents were blowing cold air, and the facility has been cold. R2's room was at 64 degrees F. R2's bathroom heater was running but the warm air was unable to be felt where R2 was lying in bed.

In an observation and interview on 01/17/2024 at 1:07 PM, inside R3's room the temperature of the room was cold to the skin. R3's bathroom heater was running with the bathroom door open. The heat from the heater was unable to be felt by R3's bed. The thermometer showed R3's room temperature was 63.9 degrees F. Staff E stated R3 was unable to tell the care staff if they were cold because of her progressed dementia (brain disorder that impairs one's ability to think, remember, at times ability to talk and perform daily living tasks). Staff E stated when they got R3 dressed on 01/16/2024 in the morning, R3 had goose bumps on their skin. Staff E stated they put layers of clothes on R3 and kept R3 out in the common area's where it was a little warmer temperature. At 1:13 PM, R3's room's temperature was reading at 62.3 degrees F.

In an observation on 01/17/2024 at 1:17 PM, the thermostats on Bridge side of the facility near the E court, showed there were four thermostats. The top thermostat that was labeled "Wing E corridor" had a temperature reading of 69 degrees F. The second thermostat that was unlabeled, showed a temperature reading of 74 degrees F. The third thermostat that was labeled, "Wing F corridor" showed a temperature of 68 degrees F. The fourth thermostat that was labeled, "Wing F resident rooms", showed a temperature of 63 degrees F. All four of the thermostats showed the heat and fans were on.

In an observation on 01/17/2024 at 1:26 PM, R3 was observed sitting in their wheelchair in the large TV room with two long sleeve shirts on and a long sleeve sweater. R3's arms were crossed over their chest with their hands tucked underneath their arms. R3's hand and fingers were cold to touch when R3 grabbed the licensors hand.

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In an observation on 01/17/2024 at 1:17 PM, the thermostats on Bridge side of the facility near the E court, showed there were four thermostats. The top thermostat that was labeled "Wing E corridor" had a temperature reading of 69 degrees F. The second thermostat that was unlabeled, showed a temperature reading of 74 degrees F. The third thermostat that was labeled, "Wing F corridor" showed a temperature of 68 degrees F. The fourth thermostat that was labeled, "Wing F resident rooms", showed a temperature of 63 degrees F. All four of the thermostats showed the heat and fans were on.

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In an interview and observation on 01/17/2024 at 1:35 PM, inside Resident 5 (R5)'s room, R5 stated it had been very cold in their room. R5 stated they had to prop their bedroom door open during the day to allow some of the warm air from the hallway into their room to heat up. R5 then was observed to open their bedroom door and placed their white laundry basket between the door and the door frame to keep the door open. R5 was noted to have a long sleeve shirt on with their long sleeve thick brown jacket. R5's room temperature was at 66 degrees F and cold to the skin. There was five thick comforters and blankets on R5's bed that R5 used at night to keep warm.

In an observation on 01/17/2024 at 1:50 PM, the ceiling vent near the sink of the public bathroom in the town square area, was blowing cold air.

In an observation and interview on 01/17/2024 at 1:51 PM, on the Claire side of the facility, Resident 6 (R6) was observed to be walking near the dining room's doors. R6 was observed to have a t-shirt on with their thick green and brown jacket that was zipped up. R6 stated they were having a bad day as they were freezing. R6 stated the last few days it had been so cold. The ceiling vent was noted to not be blowing any air. At 1:57 PM, the thermometer showed the temperature of the hallway near the dining room doors was 66.3 degrees F.

In an observation on 01/17/2024 at 2:05 PM, in the hallway near the nursery room closest to the large TV room, the vent on the ceiling was noted to be blowing cold air. The thermometer showed a temperature reading of 69 degrees F.

In an interview on 01/17/2024 at 2:17 PM, Staff B, Health and Wellness Director/Registered Nurse, stated R2 does not typically complain of being cold and in the last week R2 has complained of their room and the facility being cold. Staff B stated they had multiple residents that were complaining of being cold in their rooms and the facility in the last week. Staff B stated they observed resident wearing their winter coats, gloves, hats, and layers of clothes within the facility. Staff B stated on either Wednesday 01/10/2024 or Thursday 01/11/2024, when they came to the facility the temperature was 60 degrees F. Staff B stated they told Staff C about the temperature of the facility and Staff C stated the care staff had turned the thermostat temperatures down.

In an interview on 01/17/2024 at 2:25 PM, Staff C stated the mother board of the thermostat had gone out. Staff C stated on Saturday 01/13/2024, a repair technician came to the facility and inspected the heating units. Staff C stated a heating unit had gone out and the fan to the F wing rooms had gone out. Staff C stated they were called by the medication technician on Friday night 01/12/2024 and was informed that the facility was cold. Staff C stated the residents rooms temperature was to be set at 72 degrees F and the corridors were set at a temperature of 70 degrees F. Staff C stated all they had for the residents to keep warm in their rooms were the wall heaters in the resident's bathrooms.

In an observation and interview on 01/17/2024 at 2:40 PM, with Staff C in the closet where the thermostats were located near E court, showed for the thermostat labeled "Wing E corridor" was only set at a temperature of 68 degrees F and showed a temperature of 68.

In an interview and observation on 01/17/2024 at 1:35 PM, inside Resident 5 (R5)'s room, R5 stated it had been very cold in their room. R5 stated they had to prop their bedroom door open during the day to allow some of the warm air from the hallway into their room to heat up. R5 then was observed to open their bedroom door and placed their white laundry basket between the door and the door frame to keep the door open. R5 was noted to have a long sleeve shirt on with their long sleeve thick brown jacket. R5's room temperature was at 66 degrees F and cold to the skin. There was five thick comforters and blankets on R5's bed that R5 used at night to keep warm.

In an observation on 01/17/2024 at 1:50 PM, the ceiling vent near the sink of the public bathroom in the town square area, was blowing cold air.

In an observation and interview on 01/17/2024 at 1:51 PM, on the Claire side of the facility, Resident 6 (R6) was observed to be walking near the dining room's doors. R6 was observed to have a t-shirt on with their thick green and brown jacket that was zipped up. R6 stated they were having a bad day as they were freezing. R6 stated the last few days it had been so cold. The ceiling vent was noted to not be blowing any air. At 1:57 PM the thermometer showed the temperature of the hallway near the dining room doors was 66.3 degrees F.

In an observation on 01/17/2024 at 2:05 PM, in the hallway near the nursery room closest to the large TV room, the vent on the ceiling was noted to be blowing cold air. The thermometer showed a temperature reading of 69 degrees F.

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In an observation and interview on 01/17/2024 at 2:40 PM, with Staff C in the closet where the thermostats were located near E court, showed for the thermostat labeled "Wing E corridor" was only set at a temperature of 68 degrees F and showed a temperature of 68

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degrees F, the thermostat labeled "Wing F resident rooms" was set at 68 degrees F and showed a temperature of 68 degrees F, and the thermostat that was labeled "Wing F corridors" was set at 68 degrees F, but showed a temperature of 66 degrees F. Staff C was observed to turn Wing E corridor and Wing F corridor temperatures up to 72 degrees F. Staff C stated the fan for F wing residents rooms was not working and needed to be fixed. Staff C stated the facility was colder because the care staff were turning the temperatures down on the thermostats. Staff C was unable to state why the care staff would turn the temperatures down when the residents complained of it being cold and the temperatures outside were in the low 20's and teens. At 2:42 PM, Staff C and Licensor observed, the ceiling vent by the Bridge dining room was blowing hot air since Staff C turned the temperature up to 72 degrees F.

In an interview on 01/17/2024 at 2:55 PM, Staff B stated they had asked the care staff and medication technicians if they had turned the temperature down on the thermostats and they all told Staff B, "no it's freezing here".

In an interview on 01/17/2024 at 3:06 PM, Staff C stated they checked the temperature of the facility every morning. Staff C stated they were unsure what the temperatures were that morning 01/17/2024 when they checked. Staff C stated they were not documenting the facility's temperatures for review. Staff C was unable to tell the Department what the facility was doing to ensure the residents were living in a warm environment until the heating units were repaired on Friday 01/19/2024.

In an observation on 01/17/2024 at 3:39 PM, R5 was sitting in the large TV room with their thick brown coat, that was now zipped up. R5 was wearing a black fleece winter hat while watching TV.

In an interview on 01/17/2024 at 4:15 PM, Staff F, District Director of Operations, stated the facility was to expected to be checking and documenting the temperatures of the residents room and facility daily. Staff C and Staff F were having daily phone calls about the rooms temperatures, and the temperature should have been turned up higher than 68 degrees F. Staff F stated they understood the egregiousness of the concern and would send the Department a safety plan on how to ensure residents were kept in a warm environment until the heating units are repaired. Staff F stated the facility did not follow their policy and Staff C should have documented the temperatures that they obtained for the facility. Record review of the facility's safety plan sent to the Department on 01/17/2024 at 5 PM, showed

"The immediate safety plan is as follows-

- The expected temperature is 71-81 degrees Fahrenheit in all common areas along with resident rooms.
- Maintenance [Staff C] will verify all ambient temperatures of both common areas and individual rooms and update the temp log immediately.
- [Staff C] will reset all thermostats to 75 degrees Fahrenheit immediately.
- Staff will confirm that settings of thermostats are at 75 degrees. Both the settings and the actual temperature will be verified and logged every 2 hours.
- Any temperature on thermostat or with thermometer gun outside of the 71-81 degree

degrees F, the thermostat labeled "Wing F resident rooms" was set at 68 degrees F and showed a temperature of 68 degrees F, and the thermostat that was labeled "Wing F corridors" was set at 68 degrees F, but showed a temperature of 66 degrees F. Staff C was observed to turn Wing E corridor and Wing F corridor temperatures up to 72 degrees F. Staff C stated the fan for F wing residents rooms was not working and needed to be fixed. Staff C stated the facility was colder because the care staff were turning the temperatures down on the thermostats. Staff C was unable to state why the care staff would turn the temperatures down when the residents complained of it being cold and the temperatures outside were in the low 20's and teens. At 2:42 PM, Staff C and Licenser observed, the ceiling vent by the Bridge dining room was blowing hot air since Staff C turned the temperature up to 72 degrees F.

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In an interview on 01/17/2024 at 3:08 PM, Staff C stated they checked the temperature of the facility every morning. Staff C stated they were unsure what the temperatures were that morning 01/17/2024 when they checked. Staff C stated they were not documenting the facility's temperatures for review. Staff C was unable to tell the Department what the facility was doing to ensure the residents were living in a warm environment until the heating units were repaired on Friday 01/19/2024.

In an observation on 01/17/2024 at 3:39 PM, R5 was sitting in the large TV room with their thick brown coat, that was now zipped up. R5 was wearing a black fleece winter hat while watching TV.

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Fahrenheit window, staff will notify [Staff C] immediately.

- Staff will do ambient temperatures of corridors and rooms every 2 hours and document them on the temperature log.
- Med techs will be educated on how to properly use temp gun and will be responsible for checking temps.
- All residents will be observed for any signs or symptoms of being cold including dressing in excessive layers, shivering, and lowered body temperatures.
- Staff will offer warm fluids to residents and offer to escort residents to common areas with higher temperature if resident complains of being cold.
- Signage was placed at each thermostat to not change settings for higher or lower temperatures.
- Any resident in a room that does not temp in the normal ranges will be relocated immediately to an open room.

In an interview on 01/18/2024 at 5:04 AM, Staff G, Medication Technician, stated the resident's rooms remained cold on Bridge side of the facility.

In an interview on 01/18/2024 at 5:10 AM, Staff H, Care Staff, stated they had checked the residents room temperatures every two hours. Staff H stated R2's room temperature at 5 AM was 68 degrees F, and prior was as low as 64 degrees F. Staff H stated R1's room temperature at 5 AM was 63 and R5's room temperature was consistently in the low 60's. Staff H stated the residents slept in the cold rooms and were not moved to an empty room as they were cold too.

In an observation on 01/18/2024 at 8:15 AM, R3 was in bed and the room's temperature was cold.

Record review of the facility's untitled document dated 01/17/2024 through 01/18/2024 showed there were residents rooms listed with temperatures. Review of the R1's room temperatures on 01/17/2024 at 5 PM, R1's room was at 67.5 degrees F, at 7 PM R1's room was at 65.5 degrees F, at 9 PM R1's room was at 66 degrees F, at 11 PM R1's room was at 65 degrees F, on 01/18/2024 at 1 AM R1's room was at 63 degrees F, at 3 AM R1's room was at 62 degrees F, at 5 AM R1's room was at 63 degrees F. R3's room was checked and showed at 5 PM R3's room was at 63.5 degrees F, at 7 PM R3's room was at 64 degrees F, at 9 PM R3's room was at 68 degrees F, at 11 PM R3's room was at 67 degrees F, on 01/18/2024 at 1 AM R3's room was at 66 degrees F, at 3 AM R3's room was at 63.5 degrees F, and at 5 AM R3's room was at 67 degrees F. The temperature log showed there were more residents rooms that remained under the required temperatures of 71-81 degrees F.

In an observation on 01/18/2024 at 8:20 AM, R3 was in bed in their bedroom. Staff C checked the temperature of R3's room. The ambient thermometer showed the temperature of R3's room was 65.5 degrees F. R3's bathroom door was open, the bathroom heater was on and blowing hot air, and there were no windows open and R3 remained in bed. Staff C checked the temperature over R3's bed that the ambient thermometer showed the temperature was 61 degrees F.

Fahrenheit window, staff will notify [Staff C] Immediately.

- Staff will do ambient temperatures of corridors and rooms every 2 hours and document them on the temperature log.
- Med techs will be educated on how to properly use temp gun and will be responsible for checking temps.
- All residents will be observed for any signs or symptoms of being cold including dressing in excessive layers, shivering, and lowered body temperatures.
- Staff will offer warm fluids to residents and offer to escort residents to common areas with higher temperature if resident complains of being cold.
- Signage was placed at each thermostat to not change settings for higher or lower temperatures.
- Any resident in a room that does not temp in the normal ranges will be relocated immediately to an open room. “

In an interview on 01/18/2024 at 5:04 AM, Staff G, Medication Technician, stated the resident's rooms remained cold on Bridge side of the facility.

In an interview on 01/18/2024 at 5:10 AM, Staff H, Care Staff, stated they had checked the residents room temperatures every two hours. Staff H stated R2's room temperature at 5 AM was 68 degrees F, and prior was as low as 64 degrees F. Staff H stated R1's room temperature at 5 AM was 63 and R5's room temperature was consistently in the low 60's. Staff H stated the residents slept in the cold rooms and were not moved to an empty room as they were cold too.

In an observation on 01/18/2024 at 8:15 AM, R3 was in bed and the room's temperature was cold.

Record review of the facility's untitled document dated 01/17/2024 through 01/18/2024 showed there were residents rooms listed with temperatures. Review of the R1's room temperatures on 01/17/2024 at 5 PM, R1's room was at 67.5 degrees F, at 7 PM R1's room was at 65.5 degrees F, at 9 PM R1's room was at 66 degrees F, at 11 PM R1's room was at 65 degrees F, on 01/18/2024 at 1 AM R1's room was at 63 degrees F, at 3 AM R1's room was at 62 degrees F, at 5 AM R1's room was at 63 degrees F. R3's room was checked and showed at 5 PM R3's room was at 63.5 degrees F, at 7 PM R3's room was at 64 degrees F, at 9 PM R3's room was at 68 degrees F, at 11 PM R3's room was at 67 degrees F, on 01/18/2024 at 1 AM R3's room was at 66 degrees F, at 3 AM R3's room was at 63.5 degrees F, and at 5 AM R3's room was at 67 degrees F. The temperature log showed there were more residents rooms that remained under the required temperatures of 71-81 degrees F.

In an observation on 01/18/2024 at 8:20 AM, R3 was in bed in their bedroom. Staff C checked the temperature of R3's room. The ambient thermometer showed the temperature of R3's room was 65.5 degrees F. R3's bathroom door was open, the bathroom heater was on and blowing hot air, and there were no windows open and R3 remained in bed. Staff C checked the temperature over R3's bed that the ambient thermometer showed the temperature was 61 degrees F.

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In an observation on 01/18/2024 at 8:30 AM, Staff C checked the temperature of R1's room. The ambient thermometer showed R1's room temperature was 60.5 degrees F. There were no windows open, and the bathroom door was open with the bathroom heater on and blowing hot air.

In an interview and observation on 01/18/2024 at 9:03 AM, Staff A, Executive Director, came into R3's room. Staff A stated, R3's room was not warm and not at an acceptable temperature for an elderly resident.

In an interview and observation on 01/18/2024 at 9:08 AM, Staff A stated "little chilly" when Staff A and Licensor entered R1's bedroom. Staff A stated R1's room was cold and not at an acceptable temperature.

In an interview on 01/18/2024 at 9:20 AM, Staff A stated they were sent the temperature logs for 01/17/2024 at 5 PM. Staff A was unable to state if there were any rooms that were not at an acceptable temperature. Staff A stated the facility had empty rooms that the residents could have been moved to, but was unsure why they remained in their rooms that were cold. Staff A stated Staff C, Staff B, or themselves had not received a call from the staff during the night that the resident's rooms remained below 71 - 81 degrees F.

On 01/18/2024 at 1:04 PM, Staff A sent the Department a document titled, "Safety Plan" revised date 01/18/2024, showed...

"The safety plan is revised as follows:

- The community expects to maintain temperatures in common areas and apartments between 71-81 degrees Fahrenheit. A dedicated associate will be inspecting the rooms hourly and logging the temperature registered on the thermometer in each room. Any temperatures outside of the acceptable range will be reported to the ED immediately.
- F court residents are being relocated today to alternate temporary rooms until the F court furnace is repaired and holding consistent temperatures as mentioned above.
- The failing duct damper for Room E1 was located and repaired. This room is now maintaining appropriate temperature.
- Clare Dining Room - residents will be relocated to Town Square for meals until the furnace for this area has been repaired and the temperature is maintained in the acceptable range mentioned above.
- Individual thermometers will be purchased and installed today in all resident rooms.
- Thermostats lock/ covers will be installed over thermostats in housekeeping closets today
- Med Techs will complete resident temps Q[every] 4hrs and logged in eMar [electronic medication administration record] for the next 5 days.
- No new residents are expected or planned to move in until the temperatures within the community are maintained within the acceptable range listed above."

In an interview on 01/19/2024 at 9:59 AM, Staff A stated six residents room's temperature were not in acceptable range and were moved to alternative rooms. Staff A stated the

In an observation on 01/18/2024 at 8:30 AM, Staff C checked the temperature of R1's room. The ambient thermometer showed R1's room temperature was 60.5 degrees F. There were no windows open, and the bathroom door was open with the bathroom heater on and blowing hot air.

In an interview and observation on 01/18/2024 at 9:03 AM, Staff A, Executive Director, came into R3's room. Staff A stated, R3's room was not warm and not at an acceptable temperature for an elderly resident.

In an interview and observation on 01/18/2024 at 9:08 AM, Staff A stated "little chilly" when Staff A and Licensors entered R1's bedroom. Staff A stated R1's room was cold and not at an acceptable temperature.

In an interview on 01/18/2024 at 9:20 AM, Staff A stated they were sent the temperature logs for 01/17/2024 at 5 PM. Staff A was unable to state if there were any rooms that were not at an acceptable temperature. Staff A stated the facility had empty rooms that the residents could have been moved to, but was unsure why they remained in their rooms that were cold. Staff A stated Staff C, Staff B, or themselves had not received a call from the staff during the night that the resident's rooms remained below 71 – 81 degrees F.

On 01/18/2024 at 1:04 PM, Staff A sent the Department a document titled, "Safety Plan" revised date 01/18/2024, showed...

"The safety plan is revised as follows:

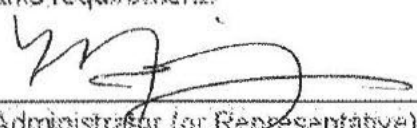
- The community expects to maintain temperatures in common areas and apartments between 71-81 degrees Fahrenheit. A dedicated associate will be inspecting the rooms hourly and logging the temperature registered on the thermometer in each room. Any temperatures outside of the acceptable range will be reported to the ED immediately.
- F court residents are being relocated today to alternate temporary rooms until the F court furnace is repaired and holding consistent temperatures as mentioned above.
- The failing duct damper for Room E1 was located and repaired. This room is now maintaining appropriate temperature.
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- Individual thermometers will be purchased and installed today in all resident rooms.
- Thermostats lock/ covers will be installed over thermostats in housekeeping closets today
- Med Techs will complete resident temps Q[every] 4hrs and logged in eMar [electronic medication administration record] for the next 5 days.
- No new residents are expected or planned to move in until the temperatures within the community are maintained within the acceptable range listed above."

In an interview on 01/19/2024 at 9:59 AM, Staff A stated six residents room's temperature were not in acceptable range and were moved to alternative rooms. Staff A stated the

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furnace was to be repaired that day 01/19/2024.

In an interview on 01/30/2024 at 2:08 PM, Collateral Contact 1 (CC1), spouse of R5, stated during their visit with R5 on 01/16/2024, R5 told CC1 that their room was cold. CC1 stated R5's room was cold.

Plan/Attestation Statement	
I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date) <u>1/31/24</u>	
In addition, I will implement a system to monitor and ensure continued compliance with this requirement.	
 _____ Administrator (or Representative)	<u>2/14/24</u> _____ Date

This document was prepared by Residential Care Services for the Locator website.

furnace was to be repaired that day 01/19/2024.

In an interview on 01/30/2024 at 2:08 PM, Collateral Contact 1 (CC1), spouse of R5, stated during their visit with R5 on 01/15/2024, R5 told CC1 that their room was cold. CC1 stated R5's room was cold.

Plan/Attestation Statement

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date)_____.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Administrator (or Representative)

Date