STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	056071	A. Building B. Wing	02/17/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Sequoias San Francisco Convalescent Hospital	1400 Geary Blvd San Francisco, CA 94109

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observation, interview, and facility document review, the facility failed to ensure food contact surfaces of equipment were clean and/or in good repair including:Cutting boards;Muffin pans;Bulk-food bins;Industrial can opener;Ice machines; andItems such as cooking utensils/equipment stored in the dish room (room where equipment/utensils are washed and sanitized and stored before use) when pests were present.The failure to maintain food-contact equipment clean and/or in good repair, had the potential to result in contamination of food leading to food borne illness for 39 residents who received food from the kitchen out of a census of 39. Findings:According to the 2022 Federal Food Code standards of practice, multi-use food-contact surfaces shall be smooth, free of breaks, open seams, cracks, chips, inclusions, pits, and similar imperfections. Food-contact surfaces of equipment and utensils shall be clean to sight and touch. Food-contact surfaces of cooking equipment and pans shall be kept free of encrusted grease deposits and other soil accumulations. Cutting surfaces such as cutting boards that are subject to scratching and scoring shall be resurfaced if they can no longer be effectively cleaned and sanitized or discarded if they are not capable of being resurfaced. Food shall only contact surfaces of equipment and utensils that are cleaned and sanitized. Equipment food-contact surfaces and utensils shall be cleaned at any time during the operation when contamination may have occurred.An observation and interview in the kitchen and interview on 2/9/26 at 10:32 a.m., showed 21 cutting boards stored on a metal rack used for cleaned pots, pans, and other cleaned equipment and utensils located in the dishmachine room. Each of the cutting boards were significantly scored (scratched/notched), with imbedded black and/or yellow residue imbedded in in the cutting board surfaces, and with pieces of surface coating flaking off. When asked at what point the cutting boards are replaced, V1DD stated the cutting boards had to be replaced at some point. An observation and interview in the kitchen on 2/10/26 at 3:55 p.m., showed one long, white cutting board attached to the top of a sandwich refrigerator, and another long white cutting board on top of a metal cart, both located in a food preparation/tray-line food service area. Both cutting boards were significantly scored and had black residue embedded in the surface. V1EC confirmed the cutting boards were scored and discolored and were not clean to sight.2. An observation and interview on 2/9/26 at 10:40 a.m., showed three metal muffin pans stored on a metal rack used for cleaned pots, pans, and other cleaned equipment and utensils located in the dishmachine room. Each of the muffin pans had yellow and dark brown, dried residue that resembled food residue build-up on the top surface of the pans. V1DD confirmed there was residue build-up on the cleaned pans.3. An observation and interview in the kitchen on 2/10/26 at 2:34 p.m., showed bulk-food bins stored under a food preparation table. Three of the bins which held, food thickener, flour, and brown rice had brown, yellow, and orange spots of residue on the inside surface. When the residue inside the binds was wiped with a damp towel, the residue transferred to the towel. V1RDNW stated the bins should be cleaned before they were filled and if they became soiled after they were filled, any food contents should be discarded and the binds cleaned before refilling again.4. An observation and interview in the kitchen on 2/10/26 at 3:50 p.m., showed an industrial can opener held in a base plate attached to a food preparation table. There was rough, light gray matter on the (continued on next page)

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.

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

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	surface of the can opener blade. In addition, there was dried, brown residue on the surface of the base plate and imbedded in the seam where the plate came into contact with the table. V1EC confirmed the can opener blade was not clean and the can opener was to be cleaned after each use. V1EC also confirmed there was residue on the base plate.5. During an observation and interview in the kitchen on 2/11/26 at 3:16 p.m., the top of the ice machine, was opened. The cover over the evaporator plate (a metal grid where water pours over and freezes to make ice cubes) had pink and yellow residue on the surface that faced the evaporator plate. In addition, there was pink residue on the plastic frame above the evaporator plate. There were also two patches of a sticky, rough residue on the plastic surface just above the ice bin (where the ice cubes are stored). V1DD and V1EC confirmed the residue inside the ice machine and stated ice machine cleaning was performed quarterly by an outside vendor and the last cleaning was in December 2025. V1EC stated there was no monitoring for cleanliness between services. An observation on 2/11/26 at 3:56 p.m., showed an ice machine in the facility nourishment next to the activity room. There was yellow residue on the inside surface along the top frame of the evaporator plate, and inside the plastic trough tray below the evaporator plate. V1 Director of Dining Services Support (DDS) from another affiliated facility confirmed there was yellow residue inside the ice machine. V1DDS stated he did not think the parts could be removed for cleaning. Review of the ice machine manufacturer's manual for the ice machine located in the facility nourishment room titled [Manufacturer name] UnderCounter Ice Machines QM30 Models Installation, Operation and Maintenance manual dated 2014, showed directions for cleaning the ice machine. The directions showed how to clean and sanitize the ice machine and how to remove lime scale (a hard, off-white/yellow deposit that builds up on fixtures and appliances due to hard water) build-up. The steps showed how to remove the water trough tray for cleaning and how to clean the evaporator plastic parts.6. During an interview in the kitchen on 2/9/26 at 12:21 PM., V1DD stated he could not say all utensils and equipment stored on dish room racks were clean because of the presence of cockroaches (Cross-reference F925). During a concurrent observation and interview on 2/9/26 at 12:36 PM with Vendor 1 Sous Chef (V1SC) in the kitchen, V1SC was observed taking a black skillet pan from the kitchen dish room and went to lite stovetop and poured a white liquid into pan. V1SC stated he was cooking an item for a resident and reported dishware (pots, pans, equipment) in dish room were considered already clean. No additional cleaning or sanitization was observed prior to use of pan, despite several cockroaches being observed in the dish room area.

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F 0814 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Dispose of garbage and refuse properly. Based on observation and interview, the facility failed to ensureUsed fat/oil drained from cooking equipment was covered and was discarded to prevent attraction of pests (Cross reference F925). the lids to outside compost and recycle dumpsters were closed.This failure had the potential to attract pests resulting in contamination of food and/or utensils used for eating for 39 residents who received food from the kitchen out of a census of 39. Findings:According to the 2022 Federal Food Code, the standard of practice is receptacles used for refuse inside the food establishment shall be covered when containing food residue and are not in continuous use. Refuse shall be removed from the premises at a frequency to minimize conditions that attract or harbor insects and rodents. Proper storage and disposal of refuse are necessary to prevent waste from becoming an attractant and harborage or breeding place for insects and rodents. Improperly handled refuse creates nuisance conditions such as making housekeeping difficult. Observations, interviews, and document review confirmed German Cockroach and rodent activity in the kitchen during the survey from 2/9/26-2/13/26 (Cross-reference F925).During a concurrent observation in the kitchen and interview on 2/9/26 at 10:33 AM with V1DD, showed an uncovered, large pot, 50% filled with black liquid with particles floating stored on floor under 3-compartment sink. There was brown, greasy in appearance, liquid drips down the outside surface of the pot. V1DD verified contents in the pot were used grease/oil from cooking and the contents was dumped daily.During an interview on 2/10/26 at 4:06 p.m., V1DD stated the pot of cooking grease under the 3-compartment sink, was not dumped at the end of the night (on 2/8/26) so the pot filled with grease was out overnight. V1DD stated the pot of grease should be discarded after each meal service.According to the 2022 Federal Food Code, the standard of practice is to keep outside receptacles and waste handling units for refuse, recyclables, and returnables, covered with tight fitting lids. An observation on 2/13/26 at 4:52 p.m., showed two dumpsters with lids open located at the loading dock area. The compost dumpster was filled with bags of food waste, and the recycle dumpster was filled with recyclables including opened food cans with food residue inside the cans. In a concurrent interview on 2/13/26 at 4:52 p.m., Vendor 1 Executive Chef (V1EC) stated the dumpster lids should be closed because there was the risk of attracting pests. V1EC explained different departments used the dumpsters, but if kitchen staff noticed the lids open, they should close the lids. During a phone interview on 2/17/26 at 12:23 p.m., Vendor 2 Pest Control Market Manager (V2PCMM) stated if pests entered the building, they would find hiding places and eventually find their way to food sources. V2PCMM confirmed there were recent pest sightings in the building and kitchen (Cross-reference F925)

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F 0865 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Have a plan that describes the process for conducting QAPI and QAA activities. Based on interview and document review, the facility failed to ensure there was an effective, comprehensive, data-driven quality assurance and performance improvement (QAPI) program that included the Food and Nutrition Services (FANS) Department. This failure had the potential to result in not identifying issues and making system improvements in the FANS department eventually leading to contamination of food, food borne illness, and/or decreased quality of food for 39 residents who received food from the kitchen out of a census of 39.Review of the policy and procedure titled Leadership - Interrelationships of Qualified Dietitian and Directo of Dining date of revision 1/2026, showed the Qualified Dietitian meets on a regular basis with the Food and Nutrition department, at a monthly minimum. The Qualified Dietitian reviews all aspects of the operation and service components to include but not limited to food safety and sanitation, QAPI program and survey readiness. The Qualified Dietitian maintains a written record of the above activities. Review of the Policy and Procedure (P&P) titled Quality Assurance and Performance Improvement Plan reviewed 1/2022, showed the Sequia Living approach to quality improvement starts with identifying areas of performance that are most essential to effective and efficient service delivery. Then, valid quality indicators are selected, evidence based practices are applied to achieve goals, and data are accurately collected. Once the data are appropriately analyzed, decision makers have the information they need to accurately paint a picture of achieved progress, and to make adjustments if needed. For each quality measure selected, measurable performance targets are established; employees are instructed how to reliably, accurately, and completely collect data. The P&P showed the QAPI committee included Food Services. Each department reports at least quarterly. Based on evidence presented, the QAPI committee recommends new quality improvement initiatives. A performance tracking tool will be provided to reflect the QAPI plan. The tracking tool will be submitted monthly. During the recertification survey from 2/9/26 to 2/17/26, the facility identified multiple issues in the kitchen concerning pests (cross-reference F925), cleanliness and sanitation (cross-reference F812, F921), and maintenance of equipment (cross-reference F908). During an interview on 2/9/26 at 9:48 a.m., Vendor 1 Registered Dietitian (V1RD) stated she was the full-time RD, and her main focus was the skilled nursing facility (SNF). V1RD stated she was responsible for completing audits in the kitchen and also watched trayline food service. During an interview on 2/12/26 at 1:17 p.m., V1DD stated a Dining Safety Assessment, which he said was a sanitation audit, was completed once a month, but not necessarily in the kitchen each month. V1DD stated the audit was completed in the kitchen at least quarterly and when the kitchen was audited, all areas in the kitchen were observed, including behind equipment and counters. V1DD explained the last audit for the kitchen was conducted on 1/30/26 and said he did not check all areas thoroughly or in depth. During an interview on 2/13/26 at 10:02 a.m., V1RD stated food safety and sanitation audits for the kitchen were done quarterly and she also did monthly trayline audits. During an interview on 2/13/26 at 11:50 a.m., V1RD stated she completed quarterly sanitation audits in the kitchen. V1RD stated she looked for anything that needed to be fixed in the kitchen as well as cleanliness and sanitation. V1RD stated she thought the audits should be done more frequently, at least once a month, and stated she needed to be more thorough including observing under and behind equipment. V1RD stated she had a kitchen safety and sanitation QAPI project ongoing for the past three years. When V1RD was asked for documentation for the QAPI project including data, V1RD stated there was not a strategy developed for improving any identified issues and there was no data to track improvement. V1RD stated the kitchen safety and sanitation QAPI project was not quantifiable. Then V1RD explained for quarterly QAPI meetings she provided her audits as well as the audits V1DD completed.

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F 0908 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Keep all essential equipment working safely. Based on observation, interview, and document review, the facility failed to maintain kitchen electrical and mechanical equipment in safe operating condition when:Parts associated with the dishmachine were leaking; andLight covering under a vent hood was missing.The failure to maintain kitchen mechanical and electrical equipment had the potential to result in food contamination from pests attracted to a wet environment, as well as fragments falling into food from an unprotected light bulb for 39 residents who received food from the kitchen out of a census of 39.Findings:Review of the policy and procedure titled Repairs date revised 1/2026, showed the Food and Nutrition Services Department requests equipment repairs in work orders from the Maintenance Department according to established procedures. Repairs of essential equipment are initiated by the Maintenance Department within 24-hours, which may consist of a call to service company by the Maintenance Department.Review of the policy and procedure titled Safety and Equipment Maintenance date revised 1/2026, showed proper maintenance of the physical plant and all equipment in the Department is the responsibility of the Director in cooperation with the Maintenance Department.According to the 2022 Federal Food Code, standards of practice include equipment is to be maintained in a state of repair.An observation in the kitchen on 2/9/26 at 10:45 a.m., showed the dishmachine was in use in the dish room (the room where items such as utensils, dishes, pots, and pans were cleaned using equipment such as the dishmachine, the three-compartment sink, and/or the pot/pan sanitizer machine; and where the cleaned items were dried on racks and/or stored on racks until use), and the floor was very wet.An observation and interview in the kitchen on 2/9/26 at 12:21 p.m., showed the dishmachine was in use and a pipe under the dishmachine was leaking. Also, water dripped from the counter attached to the clean side of the dishmachine. Vendor 1 (V1) Executive Chef (EC) confirmed the dishmachine drainpipe was leaking and thought there was a crack in the counter at the clean side of the dishmachine where water was getting through. During an interview on 2/13/26 at 5:07 p.m., V1 Director of Dining Services (DD) stated the dishmachine was leaking for a long time, but he did not report it.2. An observation in the kitchen on 2/10/26 at 4:01 p.m., showed multiple lights under a vent hood which covered multiple pieces of cooking equipment. One of the light covers was missing, so the light bulb was exposed. In a concurrent interview on 2/10/26 at 4:01 p.m., V1DD stated maintenance was informed of the missing light cover under the hood but not the refrigerator light cover. In an interview and concurrent document review with V1RD on 2/13/26 at 11:50 a.m., V1RD stated she reported the missing hood light on audits dated 8/28/25 and 11/4/25. Review of the audit document titled CCL-FS&S Quick Pulse - Completed dated 8/28/25 and 11/4/25 showed open panel in hood, no cover for light fixture in good area, and hood light has no cover. During an interview on 2/13/26 at 2:06 p.m., the Maintenance Manager (MM) stated he was responsible for maintenance of equipment in the kitchen. MM stated he only went into the kitchen upon request, when he was informed of a maintenance issue. MM stated he was aware of the hood light missing a cover and was looking for a cover.

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. Based on observation, interview, and facility document review, the facility failed to ensure sanitary environmental conditions in the kitchen and nourishment room when:Walk-in cooler floors, kitchen tile floor, baseboards were not in good repair and were not clean;Ceiling was not in good repair and not clean;Walls were not in good repair and/or not clean;Vents and fans were not clean;Metal storage racks were not clean;A metal rolling cart was not clean;Caulking (a flexible sealant used to fill gaps) for the 3-comapartment sink (used for cleaning pots and pans) and a walk-in freezer door was not in good repair and/or not clean, and the door gasket for a walk-in refrigerator door was not in good repair;The outer surface of a drainpipe under the 3-compartment sink was not clean;Equipment wheels were not clean;Conduit, electrical boxes were not clean;Sprinkler head in the walk-in refrigerator was not clean;There were rodent droppings in a nourishment room and throughout the kitchen food preparation and food storage areas (Cross-reference F925); andThe dish room floor was very wet throughout the day when cockroaches were present (Cross-reference F908 and F925); andThese failures had the potential to provide harborage for pests and/or contaminate equipment and/or food containers leading to contamination of food and/or utensils used for eating for a 39 residents out of a census of 39.Findings:According to the 2022 Federal Food Code standards of practice, physical facilities are to be cleaned as often as necessary to keep them clean. Floor, wall, and ceiling surfaces under conditions of normal use are to be smooth, durable, and easily cleanable. In kitchen areas that are cleaned by methods other than water flushing, floor and wall junctures are to be coved (concave or arched transition between call and floor, designed for ease of cleaning) and closed no larger than 1 millimeter (mm). Intake and exhaust air ducts are to be cleaned so they are not a source of contamination by dust, dirt, and other materials. Plumbing fixtures are to be cleaned as often as necessary to keep them clean. Non-food contact surfaces are to be free of unnecessary ledges, projections, and crevices, and designed and constructed to allow easy cleaning and to facilitate maintenance. In addition, nonfood-contact surfaces of equipment that are exposed to splash, spillage, or other food soiling or that require frequent cleaning shall be constructed of a corrosion-resistant, nonabsorbent, and smooth material. Non-food surfaces of equipment are to be kept free from an accumulation of dust, dirt, food residue, and other debris, and are to be cleaned at a frequency necessary to preclude accumulation of soil residues. Equipment shall be maintained in a state of repair. Review of the policy and procedure titled Leadership - Interrelationships of Qualified Dietitian and Directo of Dining date of revision 1/2026, showed the Qualified Dietitian meets on a regular basis with the Food and Nutrition department, at a monthly minimum. The Qualified Dietitian reviews all aspects of the operation and service components to include but not limited to food safety and sanitation. The Qualified Dietitian maintains a written record of the above activities. Review of the job description titled Director of Dining Services signed by Vendor 1 Director of Dining Services (V1DD) on 1/2/25, showed the Director of Dining Services was responsible for the day-to-day foodservice operations. Key responsibilities included but were not limited to directing and conducting safety, sanitation and maintenance programs.Review of the policy and procedure titled Safety and Equipment Maintenance date revised 1/2026, showed proper maintenance of the physical plant and all equipment in the Department is the responsibility of the Director in cooperation with the Maintenance Department.During an interview on 2/17/26 at 10:35 a.m., the Administrator (Admin) stated Vendor 1(V1), a contracted service, ran the kitchen operation. Admin stated it was the facility's responsibility to ensure kitchen tasks regarding safety and sanitation, were being done. Admin explained Vendor 1 Registered Dietitian (V1RD) and Vendor 1 Director of Dining Services (V1DD) were the experts for monitoring safety and sanitation in the kitchen, however, audits conducted for kitchen safety and sanitation were not submitted to him.During an interview on 2/12/26 at 1:17 p.m., V1DD stated a Dining Safety Assessment, which he said was a sanitation audit, was completed once a month, but (continued on next page)

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	not necessarily in the kitchen each month. V1DD stated the audit was completed in the kitchen at least quarterly and when the kitchen was audited, all areas in the kitchen were observed, including behind equipment and counters. V1DD explained the last audit for the kitchen was conducted on 1/30/26 and said he did not check all areas thoroughly or in depth. V1DD explained he did not document the condition of the ceilings, dusty fans or vents. V1DD stated there was also a daily audit completed and it was not an in depth audit. V1DD explained that there are contracted vendors who clean the kitchen, there are contractors hired by V2 and contractors hired by the building administration. V1DD stated he was responsible for monitoring the work of all the contractors for the kitchen. V1DD explained if something needed maintenance, he reported it to the building Maintenance Manager (MM).During an interview on 2/13/26 at 11:50 a.m., V1RD stated she completed quarterly sanitation audits in the kitchen. V1RD stated she looked for anything that needed to be fixed in the kitchen as well as cleanliness and sanitation. V1RD stated she thought the audits should be done more frequently, at least once a month, and stated she needed to be more thorough including observing under and behind equipment. V1RD showed she documented spots and splatter on ceiling on 5/7/25 but did not document the condition of the ceiling on 11/4/25. V1DM showed on her 11/4/25 audit, debris on the refrigerator floor and racks was documented, but she did not document things such as gaps in the freezer floor. During an interview on 2/13/26 at 2:06 p.m., MM stated he only went into the kitchen upon request from V2 staff. Observations and interviews in the kitchen on 2/10/26 starting at 3:15 p.m., showed two walk-in refrigerators and one walk-in freezer along one wall. In walk-in refrigerator 1 there was dark brown and yellow residue build-up along edges of the metal floor. The metal floor did not reach the baseboard at one side of the refrigerator with up to a one inch gap between the floor and the baseboard. There was small debris build-up in the floor gap. The metal floor was raised in some areas, creating gaps along the floor surface. The metal baseboard was pulled away from the wall in some areas creating gaps between the wall and the baseboard. The V1 Regional Director of Nutrition and Wellness (RDNW) and Vendor 1 Executive Chef (V1EC) confirmed there were gaps in the floor with residue and small debris build-up. Observations and interviews in the kitchen on 2/10/26 starting at 3:32 p.m., showed metal floor panels in walk-in refrigerator 2 were not flush with the floor and there were gaps between the floor and the metal floor panels. There was brown residue on the floor, mainly along the walls and also on the metal baseboard. V1EC confirmed all residue inside refrigerator number 2. Observations and interviews in the kitchen on 2/10/26 starting at 3:44 p.m., showed dried, expanded foam along the floor surface in walk-in freezer number 3. Like refrigerator number 1 and 2, the floor was uneven with gaps between the metal floor panels and the floor. V1RDNW confirmed the floor in the freezer was uneven.Observations and interviews in the kitchen on 2/10/26 at 3:46 p.m., showed the floor just outside freezer 2, had broken tiles and missing grout along where the kitchen floor tile met the metal flooring of the freezer. There was small particle build-up in the gap between the freezer metal floor and the kitchen tile floor. Along the tile floor just to the side of the freezer was a metal baseboard. There was white, jagged caulking along the seam where the baseboard met the tile floor. What appeared to be older caulking under the newer white caulking, was visible and had black residue imbedded into the surface. Pieces of caulking were broken off and scattered around the floor. V1RDNW confirmed there was missing grout between the freezer and kitchen tile floor with particle build-up in the flooring gap. V1EC confirmed there missing caulking, cracked tiles, and jagged caulking on the floor outside of the freezer.An observation in the kitchen and concurrent interview on 2/13/26 at 4:35 p.m., showed the surface of the baseboard between the floor and the wall adjacent to the service elevator, was cracked, and significantly chipped, with jagged edges. The baseboard also had dark brown residue along the surface. V1DD stated the baseboard needed to be repaired but was not reported to maintenance.2. During the initial tour of the kitchen, observations and concurrent interviews on 2/9/26 at 10:19 a.m., showed the ceiling throughout the kitchen was covered with two by four foot ceiling panels connected with a grid framework. Panels, especially closer to, and inside the dish room (the room where items (continued on next page)

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	such as utensils, dishes, pots, and pans were cleaned using equipment such as the dishmachine machine, the three-compartment sink, and/or the pot/pan sanitizer machine; and where the cleaned items were dried on racks and/or stored on racks until use) were discolored and had brown, spattered residue, and/or black fuzzy residue on the surface. In addition, the grid framework was bent in areas throughout the kitchen, which made gaps in the ceiling. V1 Registered Dietitian (RD) stated she was aware of the condition of the ceiling and it's been noted before to the responsible parties. It takes quite a long time to get them fixed. When V1RD was asked if the condition of the ceiling was reported in Sanitation audits, V1RD stated she did not remember when she last documented ceiling on her quarterly food safety audit. V1RD said it was likely within 12 months, but she was unsure she documented the condition of the ceiling on each audit. 3. During an observation and interview on 2/10/26 at 3:47 p.m., there was a missing tile behind a food storage rack and a visible hole in the wall at least a half-inch wide. V1DD and V1EC confirmed the hole in the wall. V1DD stated the hole in the wall could be an entry point for pests.4. During the initial tour of the kitchen, observations and concurrent interviews on 2/9/26 at 10:19 a.m., showed black residue on the surface surrounding ceiling vents located throughout the kitchen. V1DD stated the vents were dusty. As the initial tour continued and observations and interviews were conducted on 2/9/26 at 10:43 a.m., there was dark, fuzzy matter on the surface of the fan guard of a fan in operation, attached to the wall above the clean side of the dish machine. In addition, there was a wall vent above the clean side of the dishmachine with a dark, fuzzy substance across the surface. V1DD stated the fan and the vent were dusty. An observation and concurrent interview in the kitchen on 2/10/26 at 2:58 p.m., showed a vent located in the dry food storeroom above a rack that stored cans of food. The vent had black residue in between the vent slats. Black chunks of residue, as well as orange residue were on the surface of the food rack, just under the vent. V1DD confirmed there was black and orange residue on the food rack and stated it was likely from the vent above. The vent was wiped with a paper towel, and chunks of black residue fell out.5. An observation and interview in the kitchen on 2/10/26 at 3:39 p.m., showed a metal storage rack against the wall between walk-in refrigerator 1 and 2. The rack held items such as shelf stable food. There was brown, sticky residue and a gray fuzzy matter throughout the rack surface. V1EC confirmed residue on the rack surface. An observation and interview in the kitchen on 2/10/26 at 3:44 p.m., showed Another tall, metal storage rack was located against the adjacent wall right next to walk-in freezer 3. The rack surface was covered with white, and brown rough residue. V1EC confirmed the residue on rack and stated it needed to be cleaned. 6. During the initial tour of the kitchen, an observation and interview on 2/9/26 at 10:41 a.m., a metal cart stored next to the 3-comp sink had dark brown and beige residue build-up throughout the surface of the cart. V1DD stated the cart did not look like it was cleaned recently. 7. During the initial tour of the kitchen, an observation and interview on 2/9/26 at 10:29 a.m., showed a three-compartment (3-comp) sink with caulking between the sink and the backsplash. The edges of the caulking were peeled away from the surface and had jagged, rough edges. The caulking also had black residue along the surface. V1DD stated the caulking between the 3-comp sink and the backsplash was not good. An observation and interview in the kitchen on 2/10/26 at 3:37 p.m., showed the door of the refrigerator had silver caulking, that was jagged and partially detached from the door. The rubber door gasket (a seal strip designed to seal the door when closed to keep cold air in and warm air out) was detached from the door at one top corner. There was also dark, brown residue on the refrigerator door frame. V1EC confirmed the residue on the door of refrigerator. V1EC also stated he did not see the purpose of the silver caulking on the door, and it should be removed. 8. An observation and interview on 2/9/26 at 12:21 p.m., showed thick, dark brown, residue on the surfaces of drainpipes under the 3-comp sink. V1EC confirmed residue build-up on the drainpipes. 9. An observation and interview in the kitchen on 2/10/26 at 3:59 p.m., showed two deep fryers with yellow and black residue build-up on the wheels and wheel fixtures. V1EC stated the wheels did not look they had been cleaned and needed to be cleaned. An observation and interview in the kitchen on 2/10/26 at 3:20 p.m., showed the wheels and wheel fixtures on rolling food carts (continued on next page)

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Sequoias San Francisco Convalescent Hospital	1400 Geary Blvd San Francisco, CA 94109

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	located in walk-in refrigerator 1, had brown grime build-up on the surfaces. V1EC stated the food cart wheels and fixtures needed to be cleaned due to residue build-up. 10. An observation and interview in the kitchen on 2/10/26 at 2:42 p.m., showed an area behind a large mixer with a gray fuzzy substance on conduit, a large plug plugged into an outlet with a significant amount of gray substance on the surface, and an outlet box with brown residue build-up, and particles resembling food crumbs on the surface. V1EC stated the area behind the mixer was not clean.11. An observation and interview in the kitchen on 2/10/26 at 3:35 p.m., showed black, fuzzy matter on a ceiling sprinkler fixture and on the ceiling around the fixture. V1EC confirmed there was residue build-up on and around the sprinkler fixture.12. Observations and concurrent interviews from 2/9/26 to 2/13/26 showed black pellets with tapered ends, the size of grains of rice which V1EC confirmed as rodent droppings on 2/9/26 at 12:08 p.m., on surfaces in the kitchen and nourishment room. The observations and interviews were as follows: on 2/9/26 at 12:08 p.m., in the dry food storeroom, confirmed be V1EC; 2/9/26 at 12:18 p.m., in a food preparation area, confirmed by V1EC; 2/9/26 at 1:31 p.m., behind a reach-in refrigerator in a nourishment room, confirmed by Utility Maintenance Staff 1(UM1); 2/10/26 at 2:36 p.m., behind reach-in refrigerator number 5, confirmed by V1EC; 2/10/26 at 3:14 p.m., under a metal, food storage rack next to walk in refrigerator number 1, confirmed by V1EC; on 2/10/26 at 3:47 p.m., under a food storage rack next to walk-in freezer number 3, confirmed by V1DD and V1EC, on 2/13/26 at 4:24 p.m., on top of a box of food stored on a rack in the dry food storage room, confirmed by V1DD; and on 2/13/26 at 5:07 p.m., on top of standing refrigerator number 6 showed rodent droppings in kitchen areas, confirmed by V1DD. (Cross-reference F925).13. An observation in the kitchen on 2/9/26 at 10:45 a.m., cockroaches in the dish room on the floor, walls, dishmachine, and dishmachine racks (Cross-reference F925). The floor surface throughout the dish room was very wet.An observation and interview in the kitchen on 2/9/26 at 12:21 p.m., showed areas around the dishmachine leaked while the dishmachine was in use. The leaks were confirmed by V1EC (Cross-reference F908).During an interview on 2/13/26 at 11:50 a.m., VIRD stated she saw a lot of water on the floor in the dish room but stated she just saw a lot of water on the floor and did not know the dishmachine leaked. During an interview on 2/13/26 at 5:07 p.m., V1 Director of Dining Services (DD) stated the dishmachine was leaking for a long time.During an interview on 2/17/2026 at 12:22 PM, Vendor 2 Pest Control Market Manager (V2PCMM) stated V2PCMM kitchen staff were not keeping the kitchen dry for V2's pest control standards.

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to maintain an effective pest control program free of cockroaches and rodents: Multiple German cockroaches of varying sizes were found in the kitchen dish room. Rodent activity was found including a live mouse inside the kitchen, one live mouse in the atrium dining area, and rodent droppings throughout the kitchen. Rodent droppings were observed in the Health Center's (Skilled Nursing Facility) nourishment room (space designed for storing, preparing, and serving snacks, beverages, or light meals). Entry points/structural issues for rodents were not addressed. The facility did not address pest activity in a timely manner, and did not review all pest reports, including recommendations, provided by the pest control company. These failures led to 39 medically compromised residents who received food from the kitchen, out of a census of 39, being exposed to potential food contaminants that could cause food-borne illness (illness caused by food contaminated with bacteria, viruses, parasites, or toxins), infection, or death. On 2/9/26 at 5:01 PM an Immediate Jeopardy (IJ-a situation in which the facility's non-compliance with one or more requirements of participation has cause, or it is likely to cause, serious injury, harm, impairment, or death to a resident) under Federal tag F925 was declared with the Administrator, Vendor 1 Director of Dining Services, Vendor 1 Registered Dietitian, and MDS Coordinator regarding the following identified concerns:^^^^^^^^^ Multiple cockroaches of varying sizes were found in the dish room. Additionally, rodent droppings were observed in several locations throughout the kitchen, and one mouse was found in dry storage area.^ The presence of pests had the potential to spread infection and food borne illnesses to 39 residents out of a census of 39 residents. Definitions: Harborage: Any place, condition, or structure that provides shelter, protection, food, or water, allowing insects, rodents, or other pests to live, hide, and breed. Entry points: Any gaps, cracks, or openings in a building's exterior-foundation, walls, roof, doors, or windows-that allow insects and rodents to enter. German Cockroach: Small (1/2 to 5/8 inch), light brown to tan insects with two distinct dark, longitudinal stripes behind their head. Atrium dining area: Dining area available to all community residents. Separate from the Health Center dining room. Health Center: Skilled Nursing Facility Dish room: A room in the kitchen where equipment, utensils, and dishes used for storing, preparing, and serving food are cleaned and sanitized and stored until used. Door sweep: a device that seals a gap under doors.A review of the Center for Disease Control (CDC) guidelines for Environmental Infection Control in Health-Care Facilities updated 2019, showed anthropods (insects with segmented bodies and jointed legs/antennae/mouth parts) including cockroaches can serve as agents for the mechanical transmission of microorganisms, or as active participants in the disease transmission process by serving as a vector (an organism such as an insect that transmits a pathogen, i.e. bacteria or virus, from one organism or source to another). Insect habitats are characterized by warmth, moisture, and availability of food. Insects forage in and feed on substrates (a surface material from which an organism lives, grows, or obtains food), including but not limited to food scraps from kitchens/cafeteria, foods in vending machines, and routine solid waste. From a public health and hygiene perspective, arthropod and vertebrate pests should be eradicated from all indoor environments, including health-care facilities. Modern approaches to institutional pest management usually focus on a. eliminating food sources, indoor habitats, and other conditions that attract pests b. excluding pests from the indoor environments; and c. applying pesticides as needed (Accessible https://www.cdc.gov/infection-control/hcp/environmental-control/index.html Guidelines for Environmental Infection Control in Health-Care Facilities Recommendations of CDC and the Healthcare Infection Control Practices Advisory Committee (HICPAC) U.S. Department of Health and Human Services Centers for Disease Control and Prevention (CDC) Atlanta, GA 30329 2003 Updated: July 2019) Review of the 2022 Federal Drug Administration Food Code, Insects and rodents are vectors of disease-causing microorganisms which may be transmitted to humans by contamination of (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	food and food-contact surfaces. (FDA 2022 Annex 3 - Public Health Reasons/Administrative Guidelines, 6-202.15 Outer Openings, Protected.) During a review of the facility's policy and procedure titled Chapter 9 Pest Control dated October 2012, indicated, .Maintenance Staff's Role and Responsibilities:.Ensure that all holes are repaired, caulked and sealed.Install barriers to pest entry and movement.Monitor for pests and report problems.Housing staff will closely monitor that Pest Control Company is rotating product quarterly so flavors and scents are always changing in order for treatments to be effective.Maintenance has crucial role in maintaining a healthy building. Maintenance staff need to work closely with the pest control professional to respond to maintenance problems documented in the log. They also need to get to the root of the pest problems such as water and holes.Janitorial Staff Roles and Responsibilities.Keep common areas clean and sanitary (especially trash chutes and dumpsters).Roaches.b) Prevention: Good sanitation and habitat reduction, along with vacuuming, surveillance, a baiting program, and some sealing of cracks.Mice.b) Prevention: To keep mice and other rodents out, make sure all holes of larger diameter than a pencil are sealed.Seal any cracks and voids.Rats.b) Prevention: Remove debris piles. Seal any holes larger than 1/4 inch. Remove moisture and harborage sources. On 2/9/26 at 5:01 PM, in the presence of the Administrator (Admin), Vendor 1 Director of Dining (V1DD), Vendor 1 Registered Dietitian (V1RD), and the MDS (Minimum Data Set) Coordinator (MDSC) an Immediate Jeopardy under Federal tag F925 was declared for the facility did not maintain an effective pest control program when the facility was not free of pests. A record review showed the facility's Plan of Action to maintain an effective pest control program included: a kitchen-wide inspection by a licensed pest control vendor (Vendor 2) on 2/9/26; treatment for cockroaches and mice by Vendor 2 started evening of 2/10/26 including fumigation; daily pest service until pests eradicated; monitoring of pest activity; door sweeps ordered to seal rodent entry points at main level dining, kitchen, and Health Center (to arrive on 2/11/26); cleaning and sanitizing areas in the kitchen by staff started on 2/9/26; cleaning of Health Center by housekeeping staff initiated 2/10/26; deep cleaning by 2 outside vendors scheduled 2/10/26 and 2/11/26; dish machine put out of order to address leaks and moisture in the dish room; plumbing service to addressed 1 leak (target fix date 2/12/26); procedures initiated to minimize moisture in the dish room; dining and Health Center staff in-serviced for identifying and reporting pest activity starting 2/10/26; training of cleaning and sanitation practices for dining staff beginning 2/10/26. During an interview, in the presence of Admin, MDSC, V1DD, the Executive Director (ED), the Director of Nursing (DON), and Vendor 1 Regional Director of Nutrition and Wellness (V1RDNW), the Immediate Jeopardy was removed on 2/13/26 at 7:21 PM when additional pest services were started to eradicate cockroaches and rodents, pest activity significantly decreased, the kitchen and nourishment room were deep cleaned, structural issues for rodent entry points were addressed, the dish machine leaks and moisture in dish room addressed, and pertinent staff were trained regarding cleaning and monitoring for pests. During an interview on 2/17/26 at 12 PM, the MDS (Minimum Data Set) Coordinator confirmed all 39 residents ate meals prepared in the kitchen. During a concurrent observation and interview in the kitchen on 2/9/26 at 10:33 AM with V1DD, large amounts scattered black residue noted on pipes under the 3-compartment sink, there was dark brown residue along the wall under the 3-compartment sink, splattered residue on the upper outside surface of the pot sanitizer machine, dark brown and beige residue build-up throughout the surface of the cart metal cart stored next to the 3-compartment sink. and a large pot, 50% filled with black liquid with particles floating on the top was found sitting on floor under 3-compartment sink. The Vendor 1 Dining Room Director (V1DD) verified contents in the pot were used grease/oil from cooking. Also, observations of residue build-up on and around the equipment were confirmed by V1DD. During a concurrent observation and interview on 2/9/26 at 10:45 AM with V1DD and Vendor 1 Registered Dietitian (V1RD) in the kitchen dish room, the dish room floor was very wet and multiple brown 4-legged insects of varied sizes with antennas crawled on dish racks, the dish machine, the floor, and walls. V1DD stated the insects were cockroaches and cockroach sightings began the week prior, and the facility had a (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	pest service for cockroaches on 2/6/26. An observation and interview in the kitchen on 2/9/26 at 12:21 PM., showed the areas connected to the dishmachine were leaking (drainpipes, and above from the counter). Also, water dripped from the counter attached to the clean side of the dishmachine. Vendor 1 (V1) Executive Chef (EC) confirmed the leaks around the dishmachine. V1DD stated the pot of cooking grease under the 3-compartment sink was not discarded after meal service the night before, so the oil was sitting out overnight. V1DD stated used oil and food debris can contribute to pest harborage and potential food sources. Cockroaches were observed on the floor, walls, and on the dish machine. V1DD stated he could not say all utensils and equipment stored on dish room racks were clean because of the presence of cockroaches. During a concurrent observation and interview on 2/9/26 at 12:36 PM with Vendor 1 Sous Chef (V1SC) in the kitchen, V1SC was observed taking a black skillet pan from the kitchen dish room and went to lite stovetop and poured a white liquid into pan. V1SC stated he was cooking an item for a resident and reported dishware (pots, pans, equipment) in dish room were considered already clean. No additional cleaning or sanitization was observed prior to use of pan, despite several cockroaches being observed in the dish room area. During an interview on 2/12/26 at 1:13 PM with V1DD, V1DD stated he contacted Vendor 2 via text message on 2/5/26 reporting his staff witnessed increased pest activity. V1DD stated he tried to contact the building Maintenance Manager (MM) prior due to reports by staff of pests including mice and cockroaches. V1DD stated it was difficult to get a response from MM, who was responsible for contacting V2 for extra services. V1DD reported he was aware of rodent/insect activity since November 2025. During a review of a Customer Service Report dated 1/8/26 from Vendor 2, the report showed cockroaches were noted in the kitchen dish room. Review of an email correspondence from Vendor 2 Pest Control Market Manager (V2PCMM) to Vendor 1 Regional Director of Operations (V1ROM), dated 2/11/16, showed V2 was contacted for German Cockroach activity in the kitchen dish room, and rodent activity in the kitchen, dining areas, 1st floor common areas, and the 2nd floor (Health Center) break area (nourishment room). During an interview on 2/13/26 at 5:07 p.m., V1DD stated the dishmachine was leaking for a long time, but he did not report it. During an interview on 2/17/2026 at 12:22 PM, Vendor 2 Pest Control Market Manager (V2PCMM) stated there were sightings of an infestation (the presence of anˆunusuallyˆlarge number of insects or animals in a place) of German cockroaches inside kitchen and a pocket of insects in the dish room. V2PCMM confirmed kitchen staff was not keeping the kitchen dry for V2's pest control standards. V2PCMM stated the pipe flush service conducted on 2/10/26 was always general recommendation to be completed monthly, even when it was not in the V2 pest reports. V2PCMM stated it was a while since a flush was done in this kitchen. During a concurrent observation and interview on 2/9/26 at 10:11 AM with V1RD, multiple gaps in ceiling panels, several brown discolorations, residue, and particle buildup were noted throughout kitchen ceiling. During a concurrent observation and interview on 2/9/26 at 12:08 PM with Vendor 1 Director of Dining Services (V1DD) and Vendor 1 Executive Chef (V1EC) in the kitchen dry storage room, small black, tapered pellets the size of rice grains were observed along wall and under food racks. V1EC verified the pellets were rodent droppings. One grey mouse was observed exiting dry storage room and followed wall to posterior corner of kitchen under vertical racks and equipment.ˆV1EC confirmed the mouse sighting. An observation in the kitchen and concurrent interview on 2/9/26 at 12:18 PM, showed rodent droppings were observed along the wall in a food preparation area where a rolling food rack was stored. V1EC confirmed there were more rodent droppings. During a concurrent observation and interview on 2/9/26 at 12:47 PM with V1DD and V1EC in the Atrium dining area, under a winged backed chair, a snap trap with mouse caught in trap was observed. The rodent appeared dead and slightly dried up. The findings were verified by were confirmed by V1DD and V1EC. During a concurrent observation and interview on 2/10/26 at 2:36 PM with V1EC and in the Administrator (Admin), in the kitchen, multiple black rodent droppings were observed behind standing refrigerator #5. V1EC verified findings and stated cleanliness in all areas in the kitchen should be maintained. During a concurrent observation and interview on 2/10/26 at 3:14 (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	PM with V1EC and V1RDNW in the kitchen, multiple black rodent droppings were found on the kitchen floor in the corner under Vertical rack (on wheels) with food items stored on shelving units next to walk-in refrigerator #1. V1EC and V1RDNW verified findings as more mouse droppings. Observations and interviews in the kitchen on 2/10/26 starting at 3:47 PM, showed a metal storage rack against the wall to one side of walk-in refrigerator 1. There were rodent droppings around the legs of the rack. There was also a metal storage rack against the wall between walk-in refrigerator 1 and 2. The rack held items such as shelf stable food stored on the rack. ˆThere was brown, sticky residue and a gray fuzzy matter throughout the rack surface. Another tall, metal storage rack was located against the adjacent wall right next to walk-in freezer 3. The rack surface was covered with white, and brown rough residue. There was a missing tile on the wall behind the rack and a visible hole in the wall at least a half-inch wide. There was thick, dark brown reside in the corner on the floor under the rack. V1DD and V1EC confirmed the rodent droppings, residue on racks and the floor, and the hole in the wall. VIEC stated the areas and racks needed to be cleaned. V1DD stated the hole in the wall could be an entry point for pests. During an observation and interview on 2/11/26 at 4:44PM in the Atrium dining area, one brown haired mouse was observed walking down wall the dining room coming from a hole in the ceiling/concrete facade and witnessed going into a hole under the glass dining room door in between the concrete wall facade on the floor. V1DD and V1ROM were notified of the sighting and the hole.During an interview on 2/13/26 at 10:33 AM, V2FM stated rodent sightings and droppings were observed at the building for the longest time, since last January. V2 stated mass trapping (a high density of traps set in the evening after closing of the kitchen and picked up early in the morning before opening of the kitchen) and fixing structural issues, such as door sweeps were recommended by V2 in the past.During a concurrent observation and interview on 2/13/26 at 4:24 PM with V1DD and V1EC, in the kitchen, rodent droppings were found on top of a white box labeled Noodle- [NAME] Stick Dry, labeled as received on 1/15/26, in the dry food storage room. V1DD stated he completed a cleaning and sanitary inspection the morning of 2/13/26, however he did not inspect on top of the boxes. During a concurrent observation and interview on 2/13/26 at 4:56 PM with V1EC, in the loading dock with direct access to kitchen through service elevator, three large commercial garbage bins (two blue, one green) inspected and all three trash can lids were open. V1EC stated all garbage bins should be always closed due to attracting pests and also increases the potential of pest harborage sites. An observation and concurrent interview in the kitchen on 2/13/26 at 5:07 PM, showed what appeared to be mouse droppings on top of reach-in refrigerator number 6. V1DD confirmed there were mouse droppings on top of the refrigerator. During an interview on 2/17/26 at 10:04 AM with the ED, ED stated a main concern currently identified was the loading dock area and the exterior/perimeter of the facility. Adding, because that is where the bugs, mice and other pests are coming in. During an interview on 2/17/2026 at 12:22 PM with Vendor 2 Pest Control Market Manager (V2PCMM), V2PCMM stated there was a current infestation of mice, and when rodents enter the building rodents will find hiding places and make their way to food. They can hide in holes and the ceiling if there are gaps. During a review of a Customer Service Report dated 12/8/25 from Vendor 2, the report indicated mice were noted during dining service (in the Atrium dining area). Mass trapping and equipment placed. Also, mice were noted during kitchen service. There were new mouse droppings and mice in traps. Additional traps placed. Hole/gap in dining area, will need to repair/seal to prevent pest harborage. The report also showed to place a door sweep on the door to the interior kitchen production point. In an interview on 2/17/26 at 11:07 AM, V1DD and V1ROM confirmed, although there was a recommendation for door sweeps on door to the interior kitchen production point, the double automatic door to the kitchen was propped open during meal service hours: 7:30-9 AM, 12-2 PM, and 5-7 PM. During a review of a Customer Service Report dated 1/21/26 from Vendor 2, the report indicated in the kitchen area rodent droppings needed to be removed from corner underneath a table that was holding mini soda cans, and to please clean. During a review of a Pest Elimination Report dated 2/6/26 from Vendor 2, the report showed mice were noted in the kitchen during service. Two (continued on next page)

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	mice were observed and a lot of droppings that need to be cleaned. A lot of holes were found. Can start fixing. During a concurrent observation and interview on 2/9/26 at 1:31PM in the Health Center Noursihment room, multiple black pellets, resembling the rodent droppings observed in the kitchen, were found behind the full-size refrigerator. A Utility Maintenance staff (UM1) verified refrigerator was in use with multiple dated nourishments found inside. UMI also verified there was black pellets behind the refrigerator. During an interview on 2/13/26 at 2:50 PM HS stated housekeeping staff never reported pest sightings or droppings. HS also reported housekeeping staff daily duties include but were not limited to vacuuming all areas of the building (except for exterior and kitchen). Housekeeping staff vacuumed the dining room and atrium area daily in the morning, after breakfast, after lunch. HS reported there was no recent change to the cleaning schedule in the Health Center, Dining or Atrium area due to reported pest activity. HS reports no additional training or rodent prevention practices have been provided to her regarding pest control eradication measures. During a subsequent interview on 2/13/26 at 3:21 PM with HS, HS stated, she managed all housekeeping staff that services the entire building, which included all levels of care (Independent Living, Assisted Living, Memory Care, and the Health Cener). HS reported she provides all training for housekeeping staff. HS reported she was not currently aware of what rodent droppings looked like and was not provided training regarding monitoring for rodent findings or pest activity throughout the building. When asked what measures were taken by the housekeeping staff if infection control issues were identified, HS reported she would do More training with staff. When asked if any pest control customer service reports from Vendor 2 were reviewed with her, HS stated findings were not reviewed with her and added We don't do anything special based on the (Vendor 2) reports, just the same cleaning. During an interview on 2/13/26 at 3:32 PM with a Health Center Housekeeper (HCH), HCH reported she was unaware of rodent droppings and could not identify if seen throughout facility. During a concurrent observation and interview on 2/13/26 at 3:47 PM with MM, Perimeter/exterior facility door noted in atrium dining area noted with no door sweep at bottom of door. Gap measured to approximately 0.25in (w) x 0.75in (h) identified. MM confirmed prior door sweeps were removed about a month ago because the doors did not close properly. MM stated it was possible for a rodent to access the facility from the identified door gap while awaiting new door sweeps delivery. An additional hole was noted in Atrium dining area ceiling (concrete facade), where the mouse was observed on 12/11/26 at 4:44 PM. MM stated he was unaware of the hole. During an interview on 2/17/26 at 10:04 AM with the Executive Director (ED), the ED explained there should be no thresholds for pests within the facility, adding that his role was to adequately monitor services provided regarding pest control. ED stated he was aware that only 3/4 recommendations for exterior door sweeps were installed despite Vendor 2's recommendations. During an interview on 2/17/26 at 12:22 PM with V2PCMM, V2PCMM stated the building management was aware of possible entry points into the dining room area and they removed door sweeps and weather stripping that was previously installed by Vendor 2 due to doors not closing properly. V2PCMM explained the door sweeps were intended to eliminate pest entry points from the exterior doors. When the walk through was conducted on 2/11/26, eight exterior doors were inspected and all eight doors did not have door sweeps and/or weather stripping, to keep pests from entering, including the Atrium doors. V2PCMM stated the lack of door sweeps increased the likelihood of rodents entering the building and particularly the kitchen attempting to find food. When asked how likely it was for a rodent to access the kitchen from an entry point identified in the dining room, V2PCMM stated, Very likely that the rodent would be able to access the kitchen, find hiding spots, and eventually make way to food source. (Rodents) going to be drawn to food. During an interview on 2/12/26 at 1:17 p.m., V1DD stated. at times, it was difficult to reach MM, so if additional pest service was needed due to pest activity, getting pest service could be delayed. When more signs of pests were reported to MM at the beginning of last week, MM suggested a meeting to discuss pests for middle of the next week. V1DD stated he did not want to wait to have a meeting, so he called V2 himself. V1DD stated he should have taken initiative and requested a more (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	056071	A. Building B. Wing	02/17/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Sequoias San Francisco Convalescent Hospital	1400 Geary Blvd San Francisco, CA 94109

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F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	robust pest service when increased pest activity was observed. During a review of several email communications from V1DD to MM dated 12/19/25 at 9:45 AM and 1/26/26 at 9:08 AM, the emails indicated increased pest activity was witnessed in the kitchen and dining areas by multiple staff members and Vendor 2's continued efforts to coordinate with MM and Housekeeping Supervisor (HS) to provide proactive measures to eliminate the increase in pests throughout the facility. Emails were as follows: During a review of an email communication from V1DD to MM dated 12/19/25 at 9:45 AM, the email stated, .I had a conversation with (Vendor 2) regarding pest sighting in the dining room. (Vendor 2) will be reaching out to both of you [MM and Housekeeping Supervisor (HS)] regarding proactive measures they would like to confirmation before doing the work. During a review of an email communication from V1DD to MM dated 1/26/26 at 9:08 AM, the email stated, My morning team had communicated to me today that as they come in, in the morning, the pest activities is starting to increase in the kitchen.We need to start getting (Vendor 2) involved in this situation and I have started the communication with them.but they have told me that the final confirmation needs to come from you.The last communication I had with them was on January 4th letting me know they will contact you regarding some proactive work dealing with the situation. During a review of an email communication from the Executive Director (ED) to MM dated 1/26/26 at 9:44 AM, the email stated, .I increased our pest control budget to be more aggressive as there has been activity in the Atrium level.let's do a more thorough walkthrough to see if we can find any penetrations we are not aware of, like the [NAME] doors on A level that have small holes.^ During an interview on 2/13/26 at 2:07 PM with MM, MM stated pest control reports were designated into two types of services. One service report was generated for the kitchen and dining room, and another report was generated for the perimeter pest control measures (which include all structural concerns identified). MM stated V1DD and V1EC had access to pest control company service reports for the kitchen and dining room area. MM stated V1DD and V1EC reviewed reports and all recommendations noted. was to contact him (MM) for additional services (treatments, fumigations) if pests were sighted but could be requested by V1DD and V1EC in his absence. MM reported in the absence of the EVS Director, pest control service reports were provided to HS, and she reviewed recommendations and findings with HS for housekeeping staff for extra cleaning needed. During an interview on 2/13/26 at 2:50 PM with HS, HS stated Vendor 2 services the building for pests two times a week and as needed. Housekeeping staff daily duties included but were not limited to vacuuming all areas of the building (except for exterior and kitchen) daily in the morning, after breakfast, and after lunch. When asked if any pest control customer service reports from Vendor 2 were reviewed with her, HS stated pest reports went to the Environmental Services Director Administrative Assistant (EVSAA), and findings were not reviewed with her and added We don't do anything special based on the (Vendor 2) reports, just the same cleaning. HS reported no change to cleaning schedule or additional training for rodent prevention practices have been provided to her regarding pest control eradication measures in the Health Center, dining or atrium area. HS stated she never saw rodent droppings in the building and did not know what rodent droppings looked like.During an interview on 2/17/26 at 11:50 AM with EVSAA stated she received Vendor 2 Invoice/Customer service reports with pest control recommendations and filed them upon receiving them. EVSAA was not aware of discussing report findings/recommendations with any facility staff and/or directors. During an interview on 2/17/26 at 10:04 AM, ED reported he was responsible for reviewing and ensuring all recommendations from Vendor 2's pest reports were implemented, ED stated he reviewed V2's reports but did not look at the second page which showed structural recommendations.