

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065228	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/29/2025
NAME OF PROVIDER OR SUPPLIER Canyon View Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 151 E 3rd St Palisade, CO 81526	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40467</p> <p>Based on observations, record review and interviews, the facility failed to maintain an effective pest control program so the environment was free of pests.</p> <p>Specifically, the facility failed to prevent and take adequate measures to eliminate mice within the facility.</p> <p>Findings include:</p> <p>I. Professional references</p> <p>According to the State Board of Health Colorado Retail Food Establishment Rules and Regulations (revised 3/16/24) retrieved on 5/1/25, read in pertinent part, The premises shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to eliminate their presence on the premises by:</p> <ul style="list-style-type: none"> -Routinely inspecting incoming shipments of food and supplies -Routinely inspecting the premises for evidence of pests -Using methods, if pests are found, such as trapping devices or other means of pest control as specified under; and -Eliminating harborage conditions. (Chapter 6) <p>II. Facility policy and procedure</p> <p>The Pest Control policy and procedure, revised May 2008, was provided by the corporate consultant (CC) on 4/29/25 at 10:12 a.m. The policy read in pertinent part, This facility maintains an on-going pest control program to ensure that the building is kept free of insects and rodents.</p> <p>(continued on next page)</p>

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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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The Pest Control policy and procedure for dietary services, revised October 2022, was provided by the director of nursing (DON) 4/29/25 at 12:45 p.m. The policy read in pertinent part, A program will be established for the control of insects and rodents for the dining services department. The dining service director coordinates with the director of maintenance to arrange pest control services on a monthly basis, or as needed. All food preparation, service, and storage areas will be monitored regularly for any signs of pest/vermin. The (facility) staff will be notified immediately of any concerns. When applicable, bulk foods will be removed from their original packaging and stored in containers with tight fitted lids.</p> <p>III. Observations</p> <p>On 4/28/25 at 3:31 p.m. two closed container mouse traps were identified on the floor in the kitchen. One trap was located under the dish washing station and the other trap was in the dry storage room under a dry food storage shelf. The floor of the kitchen and dry storage room had visible food remnants and other indistinguishable surface debris throughout the kitchen floor egress, under storage shelves, under the food prep station, under the stove and behind the waste bin.</p> <p>At 4:29 p.m. the kitchen floor was observed by the dietary consultant (DC) who identified mouse feces on the floor in the dry food storage room.</p> <p>IV. Resident interviews</p> <p>Resident #6 and Resident #7 were interviewed together on 4/28/25 at 4:55 p.m. The residents shared the same room. Resident #6 said she saw a mouse in their room last night (4/27/25). Resident #7 said mouse droppings/feces were found under her bed by her family member on 4/28/25. Resident #7 said there was mouse droppings in her dresser drawer a few days ago. She said she notified staff and they cleaned the dresser drawer. Resident #7 said she kept her snacks in her dresser drawer. Resident #6 said it bothered her to see mice in her room because she did not like mice.</p> <p>Resident #8 was interviewed on 4/28/25 at 5:03 p.m. She said a few weeks ago she had a mouse run out from under her reclining chair as she sat in it. She said it really startled her.</p> <p>Resident #9 was interviewed on 4/28/25 at 5:11 p.m. He said two mice jumped out of his desk drawer and ran across his bedroom floor a month ago. He said he kept candy bars in his desk drawer.</p> <p>V. Record review</p> <p>The March 2025 resident council minutes, dated 3/25/25, were provided by the DON on 4/28/25 at 3:45 p.m. The minutes identified the facility had a plan of correction related to mice and their pest control vendor had come out to the facility three times in March 2025. According to the minutes, food had been a big issue so the facility was spring cleaning to help with mice entering the facility.</p> <p>A pest control plan of correction binder was provided by the maintenance director (MTD) on 4/28/25 at 3:50 p.m. The plan of correction contained a summary timeline and monitoring goals, photos of interventions such as potential mouse entry holes filled with mouse foam sealant, new door sweeps, contract pest control service invoices and recommendations, identification of findings and audits of room cleanliness.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The plan of correction summary of action documented on 2/25/25, the nursing home administrator (NHA) and the MTD were notified of mice sightings in the facility and contacted a pest control vendor. The pest control vendor sprayed a chemical pest control barrier around the outside of the facility. The plan of correction indicated the pest control vendor returned to the facility on [DATE], after additional mouse sightings and dropping were reported on 3/10/25. The pest control vendor removed three mice from the facility, placed glue boards in the mouse traps and recommended the facility complete exclusion work (fix potential mouse entry ports) in several locations around the kitchen. According to the plan of correction, more mice sightings were reported to the NHA on 3/11/25. The MTD sealed all possible entrances with a mouse shield foam spray patched damaged wall surfaces. The plan of correction indicated the NHA conducted education on 3/12/25 with staff regarding facility cleanliness to prevent the drawing in of mice into the facility.</p> <p>The plan of correction identified all residents had the potential to be affected by pests/mice in the facility and monitoring was put in place. The plan of correction documented the MTD would interview staff five days a week on each hallway to determine if there were new mouse sightings or dropping found and notify the NHA if there were concerns. The housekeeping director (HKD) or designee would complete visual checks five days a week of cleanliness of all resident rooms. The dietary director (DM) would complete an inspection of the kitchen area for cleanliness, mice and mice droppings, notify the NHA if concerns were identified and maintain a kitchen deep cleaning log.</p> <p>A maintenance audit identified maintenance conducted floor observations and questionnaires for mice sightings in resident areas between 3/10/25 and 4/27/25.</p> <p>A housekeeping audit identified a daily floor visual cleanliness assessment was conducted on 3/10/25 through 4/21/25.</p> <p>The 3/10/25 pest control vendor service report identified the mice were breeding in the walls and entering near the exposures of plumbing pipes that required exclusion work. The service report documented the mice breeding inside the walls, indicating the mice were finding adequate amounts of food, water and shelter resources to reproduce. The service report recommended the facility reduce the mice resources to reduce the number of mice.</p> <p>The 4/14/25 pest control vendor service report identified a large quantity of drain flies were found in the kitchen and six mice in the kitchen mouse traps. The service report recommended the facility to leave the traps in place and not to bait the mice with human food. The report also recommended two holes under the sink in the kitchen, a hole in the wall in the memory care unit, and broken/damaged/clogged drains be repaired.</p> <p>-The plan of correction did not include the identification and prevention of food sources such as the back door of the kitchen routinely left open on warm weather days and residents'snacks in resident room drawers (see interviews below).</p> <p>-The plan of correction did not identify how long the plan of correction audits should be maintained/conducted.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>A kitchen audit was provided by the DC on 4/28/25 at 4:25 p.m. The kitchen indicated a daily visual cleanliness and storage check for mice and mice droppings audit was conducted on 3/15/25 through 4/8/25. According to the audit, the floors and counters were clean, all food was sealed and there were no mice or mice droppings found.</p> <p>-The review of the kitchen audit documented the review of kitchen cleanliness for mouse prevention and observation was completed for three weeks, even though the facility continued to have reports of mice (see staff and resident interviews).</p> <p>VI. Staff interviews</p> <p>Dietary aide (DA) #1 was interviewed on 4/28/25 at 3:40 p.m. DA #1 said he had seen mice and mice droppings in the kitchen but the sightings had been less in the last few weeks. He said the pest control vendor installed mouse traps in the kitchen.</p> <p>The MTD was interviewed on 4/28/25 at 3:50 p.m. The MTD said the facility had a contract with a pest control vendor beginning in 2024. He said the pest control vendor routinely came every month to the facility. The MTD said recently, the facility had to use their services more often. He said the pest control vendor used a barrier spray around the facility and placed mouse traps in various areas around the building. He said over the couple of months, there had been quite a few mouse sightings in the facility. He said mice had been found in five known resident rooms and in the kitchen. He said the most recent incident was on 4/27/25. He said a mouse was found in a resident's dresser drawer. The drawer contained food and candy. He said he was conducting mice sighting audits in resident rooms and the kitchen staff were conducting their own audits.</p> <p>Cook (#1) was interviewed on 4/28/25 at 4:25 p.m. [NAME] #1 identified himself as the acting supervisor while the DM was on leave. He said he had not seen any mice or evidence of mice in the kitchen in the last two to three weeks. [NAME] #1 said seven mouse traps were outside the back door of the kitchen so they could be checked for mice. He said after every meal, the staff should sweep and mop the floors and after every shift they should do a deep cleaning of the kitchen. [NAME] #1 said he reviewed the kitchen audit for mouse prevention and said he did not know why the audit was not conducted after 4/8/25. He said the DM was responsible for the audit. [NAME] #1 said he just made sure the staff were keeping things clean. [NAME] #1 said the DM did not delegate the continuation of the audit to him while the DM was gone. [NAME] #1 did not know if the audits were delegated to someone else and did not know if the audits should have been continued past 4/8/25.</p> <p>The DC was interviewed on 4/28/25 at 4:29 p.m. after the above observations in the kitchen. She said she would ensure the kitchen cleanliness would be addressed and corrected on the evening of 4/28/25.</p> <p>Certified nurse aide (CNA) #1 was interviewed on 4/29/25 at 11:49 a.m. CNA #1 said she had not seen any mice or had been instructed on how to help prevent mice in the facility.</p> <p>CNA #2 was interviewed on 4/29/25 at 11:57 a.m. CNA #2 said she heard mouse traps were set up in the facility but she has not seen any mice or evidence of mice or other mouse prevention. She said residents kept snacks in their room. CNA #2 said there was no set location on where the snacks were stored in the residents' room. She said the location of the snacks in a resident's room was the resident's choice.</p> <p>(continued on next page)</p>		

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<p>F 0925</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The DC was interviewed on 4/29/25 at 12:05 p.m. She said on 4/28/25 (during the survey), the dietary staff pulled all the equipment from the walls and center console and cleaned the floors underneath. The DC said the dietary staff pulled everything off the shelves and inspected all the boxes for damage and feces. She said the only thing they found was an open container of pudding. She said the refrigerators were cleaned and all surfaces in the kitchen were wiped down. The DC said the dietary staff needed to make sure every crumb on the floor was addressed quickly. She said the facility was prone for pests. She said the kitchen staff have been told to move everything when they sweep and mop and make sure any mess they made was cleaned up right away to prevent mice. The DC said removing food debris on the floor was a preventative measure in pest control so mice do not consume the food and breed. The DC said she contacted the DM and he said the NHA told him he no longer had to continue the kitchen audit logs for cleanliness and mouse prevention. She said the kitchen had other cleaning logs but they were more directed at basic cleaning. The DC said she would do an education with the dietary staff scheduled today (4/29/25) on sanitation and continue the education for the remainder of the dietary staff.</p> <p>The DON was interviewed on 4/29/25 at 12:47 p.m. She said there were mouse sightings at the facility and pest control was contacted. She said audits were conducted and the staff was educated to remind residents not to keep food in their room. She said she was not aware of any new reports of mice.</p> <p>The MTD was interviewed on 4/29/25 at 1:27 p.m. The MTD said the pest control vendor came out the morning of 4/29/25 and found a couple more holes in the kitchen's dish room that needed a foam seal. The MTD said the mice could come into the facility through the kitchen's back door. He said the dietary staff leave the kitchen back door open even though he has put up signs to remind the staff to keep the door closed so mice do not enter. He said he has also had to remind the staff to not remove the traps from the kitchen.</p> <p>A staff member who wished to remain anonymous was interviewed on 4/29/25 at 1:35 p.m. The staff member said mouse droppings have been seen in the kitchen and the mouse traps were not routinely cleaned causing an odor. The staff member said the mouse traps were not helping get rid of the problem. The staff member said the dietary staff left the back door of the kitchen open to help with the warm temperatures in the kitchen. The staff member said the staff had not been told to put food away and where it belonged to help prevent the mice. The staff member said the mice infestation was really bad in March 2025 and they had not seen much of an improvement in April 2025.</p> <p>The HKD was interviewed on 4/29/25 at 2:55 p.m. He said he has seen mouse urine or droppings in a few resident rooms but not in the last couple of weeks until today (4/29/25). He said a resident room was reported to have a mouse sighting. He said the room was cluttered per the resident's choice. He said the room was deep cleaned and a trap was placed in the room. The HKD said residents with food in their rooms had been the common pattern of evidence of mice in a resident's room and almost always found in dresser drawers. He said on the back side of most of the residents' dressers with predrilled holes. He said the holes make it easy for the mice to get into the dressers and assess resident's stored snacks. The HKD said he was still auditing the rooms after 4/21/25 but did not have the audit logs at the facility (see audits above).</p> <p>(continued on next page)</p>		

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