

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335176	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/09/2024
NAME OF PROVIDER OR SUPPLIER Rosa Coplon Jewish Home and Infirmary		STREET ADDRESS, CITY, STATE, ZIP CODE 2700 North Forest Road Getzville, NY 14068	
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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 33270</p> <p>Based on observation and interview during an Abbreviated survey (Complaint # NY00348153) completed on 10/9/24, the facility did not ensure housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior. Specifically, floor tiles in resident rooms were discolored and had a sticky residue and carpeting in common areas were soiled and stained. This affected three (First, Second, and Third Floors) of three resident use floors.</p> <p>The findings are:</p> <p>1a. Observation on 10/7/24 at 3:17 PM revealed Resident room [ROOM NUMBER] had floors that were white/tan vinyl composite tile (VCT, a type of flooring made from a combination of limestone, fillers, and thermoplastics). The flooring had a brownish-gray blotchy coating in the center of the room, including the entranceway. On 10/8/24 at 10:21 AM, the floor of Resident room [ROOM NUMBER] appeared the same. There were two floor mats near the bed that had adhered to the floor. The bathroom floor was white sheet vinyl that appeared gray in front of and to the right of the toilet. The bathroom floor and the entryway vinyl composite tile had a sticky residue underfoot.</p> <p>1b. Observation on 10/7/24 at 3:25 PM revealed the vinyl composite tile in Resident room [ROOM NUMBER] had a sticky residue underfoot in the center of the room.</p> <p>1c. Observation on 10/7/24 at 3:29 PM revealed the white sheet vinyl flooring in the bathroom of Resident room [ROOM NUMBER] had yellow and brown discoloration in a two-foot area in front of the toilet and had a sticky residue underfoot. The vinyl composite tile in the center of the room had a sticky residue underfoot.</p> <p>1d. Observation on 10/8/24 at 8:24 AM revealed the white sheet vinyl flooring in the bathroom of Resident room [ROOM NUMBER] and the vinyl composite tile in the center of the room had a sticky residue underfoot.</p> <p>During an interview on 10/8/24 at 8:30 AM, Housekeeper #1 stated they swept and mopped resident room floors every day. They stated when a resident was discharged, the room got deep cleaned, and for a long-term resident, the room was deep cleaned, but they did not know the frequency. They stated they did not personally strip and wax floors. Housekeeper #1 stated they had noticed stickiness on some resident room floors, but the floors were clean. The stickiness was possibly caused by the chemical that was used and watering down the chemical a bit helped with the stickiness.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: 335176	Facility ID: 335176 If continuation sheet Page 1 of 14

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 10/8/24 at 8:45 AM, Housekeeper #2 stated every morning they cleaned each resident room floor by dry mopping then wet mopping with two sets of chemicals. One chemical was a regular cleaner, and the other was a sanitizer, both chemicals were automatically diluted with water at a set concentration and both chemicals were no rinse. Housekeeper #2 stated when the floor appeared gray and dull, it usually meant a strip and wax was needed. After floors were stripped and waxed, they were shiny and white. Additionally, floor mats could leave black discoloration on the floors and Housekeepers were not allowed to pick up mats when the resident was in bed, for safety reasons. Housekeeper #2 stated resident room floors were stripped and waxed when residents changed rooms, but if they saw a resident room that was bad, they would report it to their supervisor. They stated the stickiness of the tile could be due to humidity and type of shoes worn, and when a floor was noticeably sticky, they would get a bucket of hot water from the kitchen and mop with plain hot water. This would reduce the stickiness for a little while, but it could mean that another strip and wax was due.</p> <p>During an interview on 10/8/24 at 8:50 AM, the Housekeeper/Garbage Technician stated they just started last weekend with stripping and waxing resident rooms and they had completed the floors of two rooms, both of which were vacant rooms on the Second Floor. They stated the Maintenance Operations Manager and the Environmental Services Operations Manager decided which rooms they would strip and wax.</p> <p>During an interview on 10/8/24 at 12:50 PM, Housekeeper #3 stated they dry and wet mopped the resident room floors every day. They stated the cleaning solution made the floors sticky and they reduced the stickiness by mopping with very hot water.</p> <p>During a second interview on 10/8/24 at 1:00 PM, Housekeeper #1 stated the floor of Resident room [ROOM NUMBER] needed a strip and wax. They stated they did their daily routine on this floor, but it did not get out the gray color.</p> <p>During an interview on 10/8/24 at 1:28 PM, the Environmental Services Operations Manager stated they personally walked the resident units to see what needed to be done and anything they found, would be assigned on housekeepers' daily worksheets. They stated daily cleaning of resident rooms included high dust, damp wipe surfaces, general bathroom cleaning, dust mop, vacuum, and damp mop. The facility had one person on the second shift who could strip and wax floors, and recently hired a second person. They stated recently, some vacant rooms on the Second Floor were stripped and waxed. These vacant rooms were identified as the highest priority because those rooms were previously occupied by residents who did not want to move out overnight for the strip and wax. They stated the procedure for stripping and waxing of an occupied room involved the resident sleeping elsewhere for the night because of the chemical odor. The Environmental Services Operations Manager stated the plan was to finish stripping and waxing more vacant resident rooms on the Second Floor, use those rooms for the overnight stay of residents who get their rooms done next, then move on the highest priority occupied resident rooms. They stated they were not aware of any issue in Resident room [ROOM NUMBER]. Additionally, gray tone with dull, no sheen flooring meant it needed to be stripped and wax. Housekeeping staff could not move floor mats when the resident was in bed for safety reasons, and some floor mats left a black residue, which had to be scraped with a putty knife. The Environmental Services Operations Manager stated in the summer months, the floors could get sticky. They recently had the floor chemical provider come in to re-calibrate the strength of the chemicals, as repeated application of the chemicals might be the cause. A beverage spill that embedded into the tile could cause stickiness. When floors get sticky, we get very hot water from the kitchen and mop again with just the hot water alone, and this usually cuts the stickiness.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 10/9/24 at 11:00 AM, the Maintenance Operations Manager stated floors should be stripped and waxed at a frequency that is based on the usage of the room, but a good routine would be to strip and wax each resident room quarterly.</p> <p>During an interview on 10/9/24 at 11:38 AM, the Administrator stated the facility did not have a policy and procedure on housekeeping services or floor care. They stated one employee had the task of stripping and waxing floors and there was no existing schedule for this task. The decision for which rooms got stripped and waxed seemed to be based on staff input and concerns and comments. The Administrator stated the First Floor had frequent turnover with frequent new admissions, with more opportunities for staff to identify any issue with the room at the time of each turnover. The Third Floor did not get that frequent of attention with more residents that stayed in their rooms long term. They stated the sticky residue on some floors could be caused by using too many coats of wax, the frequency of mopping, or the kind of chemical used, and education of staff was needed.</p> <p>2a. Observation on the Third Floor on 10/8/24 between 9:05 AM and 10:18 AM revealed the corridor floors were carpeted and the carpets were green and tan [NAME].</p> <p>Observation in the 3D corridor revealed several large stains in the carpet that appeared dark gray, on average eight inches in diameter, with several larger areas of what appeared to be water stain ring of lighter gray, on average two feet in diameter. There were several small dark brown spots, and water stain areas near the Dining Room. In the lounge area, there were several dark and light gray areas of discoloration and darker green worn area four inches in diameter near the hall bathroom.</p> <p>Observation in the 3C corridor revealed whitish discolored areas in the carpet near the Dining Room in an area that was ten feet long by two feet wide. There were areas of dark gray blotches, small to large, throughout the corridor and widespread areas of slight light gray discoloration. Additional observation revealed a trail of white drops, about eight feet long, outside of Resident room [ROOM NUMBER]. There were many light and dark gray spots at the table area outside of Resident room [ROOM NUMBER] with a resident sitting at table. In the lounge area, there were several brownish/gray spots, and a darker green worn area eight inches in diameter.</p> <p>Observation in the 3A corridor revealed several medium to large spots that were dark grayish brown in the carpet between the nurses' desk and the Dining Room, on average about one foot in diameter. There was a trail of white spots outside of the Dining Room that was eighteen inches long. The carpeting had whitish splotches outside of Resident room [ROOM NUMBER]. In the lounge area, there were some darker green worn areas, a whitish area, and an area of small dark gray splatters. At this time, one resident was sitting in the lounge area.</p> <p>Observation in the 3B corridor revealed the carpet had dark gray spots between the entrance and the Dining Room. Also, large perimeter rings of medium gray were observed outside of the Dining Room. There were several medium gray large spots and one white spot outside of Resident room [ROOM NUMBER]. The carpet also had a large area of water stain in the table area outside of Resident room [ROOM NUMBER]. In the lounge area, there were several small dark gray spots. Five residents were sitting in the lounge at this time.</p> <p>2b. Observation on the First Floor on 10/8/24 between 11:26 AM and 12:03 PM revealed the corridor floors were carpeted and the carpets were green and tan [NAME].</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Observation in the 1A corridor revealed an area of dark gray on the carpet outside of the Dining Room. Continued observation revealed several light areas outside of Resident Rooms #101 and #115. Outside of Resident room [ROOM NUMBER], there were several small white and dark gray splotches. Several medium gray areas were observed on the carpet in the table area outside of Resident room [ROOM NUMBER] that ranged from two to eighteen inches in diameter.</p> <p>Observation in the 1B corridor revealed a large spot with a medium gray perimeter on the carpet, that was two feet long by eight inches wide near the Dining Room. There was a large blotchy gray area outside of Resident room [ROOM NUMBER]. There were gray and white spots in the table area outside of Resident Rooms #116 and #119. In the lounge area, the carpet had a gray discolored area two feet in diameter plus many small dark brown spots in front of the television. Additional observation revealed various brown streaks and splotches were at the end of the hallway.</p> <p>Observation in the 1C corridor revealed the carpet had a large slightly gray area between the entrance and the Dining Room, also at the Dining Room, there were many small and medium stains of dark gray and whitish observed, which ranged from one inch to eight inches in diameter. The carpet had dark gray splotches all along the corridor. There were large areas of discoloration outside of Resident Rooms #142 and #141 and a few smaller dark brown marks at end of corridor.</p> <p>Observation in the 1D corridor revealed there was a dark brown streak in the carpet in front of the nurses' desk that was eighteen inches long. There were gray splotches in the carpet at the Dining Room entry. Continued observation revealed a dark spot six inches in diameter outside Resident room [ROOM NUMBER] and a whitish spot outside of Resident room [ROOM NUMBER]. There was an area where the carpet's pile was pulled outside of Resident room [ROOM NUMBER]. Multiple gray marks were observed in the lounge area and at the end of the corridor.</p> <p>2c. Observation on the Second Floor on 10/9/24 between 8:20 AM and 8:45 AM revealed the corridor floors were carpeted and the carpets were green and tan [NAME].</p> <p>Observation in the 2A corridor revealed at least twenty dark gray spots around the nurses' desk. An area of various sized dark gray stains was observed between the entrance and the Dining Room. There was a large area of discoloration at the Dining Room that was five feet in diameter. Trails of medium gray splotches were on the carpet in the table area outside Resident room [ROOM NUMBER]. Observation in the lounge area revealed the carpet had several areas of darker green and light brown, each about eight inches in diameter, plus a light brown discoloration of the carpet in front of the television.</p> <p>Observation in the 2B corridor revealed multiple dark gray spots in the carpet in the area between the entrance and the Dining Room that ranged from one inch to six inches in diameter. There were two large areas of whitish stain at the Dining Room that were eight inches and eighteen inches in diameter. Additional observation revealed various black areas at the Dining Room that ranged from one half of an inch to three inches in diameter. There were whitish and dark gray splotches in the table area outside of Resident Rooms #217 and #219, and multiple gray stains in the lounge area.</p> <p>During interviews on 10/8/24 and 10/9/24:</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Resident #22 stated they had lived in their room for two years and in that time, their floor had never been stripped and waxed. They stated the facility did not vacuum the carpet in their hall too often and they did not steam clean the carpets often either, it had not been done in their hallway in at least six months. Resident #22 stated the carpets in the hallways were stained, especially near the Dining Room, and needed to be replaced.</p> <p>Resident #23 stated the carpet in the hall was stained.</p> <p>Resident #24 stated staff cleaned the floor in their room every day, but it got dirty right away, and their daughter cleaned it when they came to visit. They stated their daughter discussed the situation with staff. Resident #24 stated the carpets were stained at the area where they entered the Dining Room.</p> <p>Resident #25 stated the floor was dirty in the corner of bathroom behind toilet and needed to be cleaned better. They stated the floors could get sticky, especially near toilet area. Resident #25 stated carpeting in hallways was always dirty and stained. Staff had cleaned the carpets in the past, but they had not noticed it recently.</p> <p>A visitor on the Third Floor stated the carpet in the hall was stained and needed to be cleaned.</p> <p>A visitor on the First Floor stated they had noticed the carpets had water marks.</p> <p>During an interview on 10/8/24 at 8:50 AM, the Housekeeper/Garbage Technician stated the carpets in the hallways needed steam or shampoo treatment to bring them back.</p> <p>During an interview on 10/8/24 at 9:20 AM, Licensed Practical Nurse #1 stated in the past, the facility kept up with the carpets, but now the carpets appeared dirty and stained. They stated they had not recently seen any signs that carpets were being maintained, such as workers cleaning carpets, wet floor signs, or improvement in their condition.</p> <p>During an interview on 10/8/24 at 10:15 AM, Certified Nurse Aide #1 stated the carpets in the hallways needed help. They stated they had seen a large carpet shampooer come through at night, and set up fans afterward, and they most recently observed it about one month ago. Certified Nurse Aide #1 stated carpets can only be washed so much, and they've reached the point where the shampooer doesn't help anymore. The carpets were in the worst shape in the front of the unit by the Dining Room.</p> <p>During an interview on 10/8/24 at 12:50 PM, Housekeeper #3 stated they were not sure if carpet cleaning machines were used on these carpets, as Housekeepers only vacuumed carpets. They had not seen any improvement in the condition of the carpets. Housekeeper #3 stated residents spilled stuff, and accidents happened with these carpets, and they needed to be shampooed.</p> <p>During an interview on 10/8/24 at 12:56 PM, Certified Nurse Aide #2 stated the carpets were dirty and disgusting and occasionally someone came through to clean them.</p> <p>During an interview on 10/8/24 at 1:00 PM, Housekeeper #1 stated the carpet in the halls had been there for at least [AGE] years and it used to be shampooed regularly, but it was not done regularly anymore. They stated they were not sure when it was shampooed last. Housekeeper #1 stated the stains were food spills and the carpet needed to be pulled up as shampooing was not going to work anymore.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 10/8/24 at 1:28 PM, the Environmental Services Operations Manager stated the facility used to have a machine called the Chariot that would clean the carpets and they were immaculate. They stated the machine went out of service about three years ago and for the last three years, they have used various machines and extractors to clean the carpets. The extractor left streaks behind, and the shampooing machine was no longer effective, and the carpets were not looking how they wanted them to look. They stated they needed upgraded equipment for the job. Additionally, the Environmental Services Operations Manager stated about a month ago, the Administrator brought in a person to shampoo the carpets on the weekends with their own equipment. They stated once the carpets were in good shape, they should be shampooed once or twice per week to maintain them.</p> <p>During an interview on 10/9/24 at 8:55 AM, Licensed Practical Nurse #2 stated the stains on the carpet were likely food and beverage. They stated there used to be a worker who regularly cleaned the carpets, but that stopped over a year ago. They stated the carpets were shampooed one or two months ago, and there was improvement seen, the carpets did not look brand new, but they looked better and clean. Licensed Practical Nurse #2 stated the carpets needed to be cleaned again or just replaced.</p> <p>During an interview on 10/9/24 at 11:00 AM, the Maintenance Operations Manager stated carpets in the high traffic areas needed more attention than others. Most of the stains were food and drink, and if the spill wasn't addressed right away, the stain set in. One housekeeper had been cleaning the carpets with the facility's carpet cleaning machine, but the machine was not as effective as it could be for such a large area. They stated there had been slow progress made on cleaning the carpets, but it was difficult because new stains were being created in areas where shampooing was still ongoing.</p> <p>During an interview on 10/9/24 at 11:38 AM, the Administrator stated when they started working at the facility in August, the condition of the carpeting was not good. They stated about one month ago, they brought in two new per diem employees with floor care experience, to work on carpet cleaning. These individuals brought in their own equipment and chemicals. Prior to that, the facility did not have an experienced team, or the proper equipment needed for carpet cleaning. The Administrator stated the carpet in certain areas needed more attention, and they had been focusing on the elevator lobbies. The facility's carpet cleaning equipment was not enough for the level of carpet problems and some stains required a different type of chemical. They stated carpet was difficult to maintain in high traffic areas, the stains were mostly food stains, and they were significant. They stated some of the lighter stains appeared as if they were from water leaks, but they could have been caused by previous improper cleaning. The Administrator stated it will take some time, and the speed of progress will depend on the carpet's current condition in each area.</p> <p>10 NYCRR 415.5(h)(2)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 33270</p> <p>Based on observation, interview, and record review during an Abbreviated survey (Complaint # NY00354156) completed on 10/9/24, the facility did not store, prepare, distribute, and serve food in accordance with professional standards for food service safety for one (Main Kitchen) of one Kitchen and three (Units 1A/B, 1C/D, 3C/D) of five Unit Serveries. Specifically, flies were observed, there were water leaks and backups, handwash sinks were out of service, handwash sinks did not have single service towels available, surfaces of equipment were soiled, floors, walls, and ceilings were damaged and soiled, ceiling tiles were missing, there was ice buildup inside freezers, kitchen waste disposal machines were out of service, and there were unlabeled and undated food items.</p> <p>The findings are:</p> <p>The policy and procedure titled Cleaning Schedule, updated 10/2023, documented cleaning schedules are used to maintain high levels of sanitation in the Food and Nutrition Services department and serve to assign cleaning tasks to various kitchen staff members. Heavy cleaning such as under equipment, walls and floors and major equipment can be planned on a weekly basis.</p> <p>Review of the document titled [NAME] Main Kitchen Cleaning List/ Schedule, dated November 2023, revealed ovens, coolers, freezers, and walls were to be cleaned weekly, and hand sinks were to be cleaned three times per week. It did not list the responsible party for each task.</p> <p>The policy and procedure titled Labeling and Dating, updated 10/2023, documented all foods are labeled, dated, and securely covered and use-by dates are monitored and followed.</p> <p>The policy and procedure titled Unit Food Storage, reviewed 11/2023, documented in unit pantry refrigerators, non-personal food items such as juice, milk, canned fruit, etc. shall be dated once opened and unused portions will be discarded after three days. Also, unused foods will be discarded after three days, or less dependent on the food item.</p> <p>1. Observation in the Main Kitchen on 10/7/24 from 8:50 AM until 10:40 AM revealed several live small flies in the garbage area, dishwash room, and paper products area, and one large fly in the nourishment area. There were also about 25 small dead insects observed in the unused handwash sink in the former bakery area. Continued observation revealed there were two insect light traps (an insect control method that uses a light source to attract insects, the insects fly toward the light and become trapped in a collection chamber, which is lined with sticky tape) in the Main Kitchen. One was in the garbage area, and one was in the dishwash room. The insect light trap in the garbage area was unplugged with a clean collection paper and the insect light trap in the dishwash room was operating and had a collection paper that was completely covered in dead flies.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During the time of the observation on 10/7/24, the Food Service Supervisor #1 stated they were not aware of the dead insects in the former bakery area's handwash sink and it could be related to a drain backup that occurred last week, and it was concerning. They stated a licensed exterminator maintained the insect light traps. They stated there was at least a couple of hundred dead flies on the collection paper of the insect light trap in the dishwash room and the collection paper needed to be thrown out and replaced. Food Service Supervisor #1 stated the insect light trap in the garbage area was unplugged because staff kept knocking the plug with their carts.</p> <p>During an interview on 10/7/24 at 11:00 AM, the Director of Facilities observed the collection paper from the insect light trap in the dishwash room, in the garbage at this time, and stated they were unaware it was so full and changing the collection papers should be the responsibility of the exterminator. They stated they did not know when the collection paper was most recently changed, and the collection paper removed from the insect light trap earlier today was disgusting.</p> <p>Observation on the First Floor on 10/7/24 at 12:45 PM revealed one live fly was in the Unit 1 C/D Servery. There was a small insect light trap located in the servery and its collection paper had approximately 40 dead flies.</p> <p>Observation on the Third Floor on 10/7/24 at 1:00 PM revealed a small insect light trap was located in the Unit 3 C/D Servery and its collection paper had approximately 20 dead flies.</p> <p>During a second observation on 10/7/24 at 11:55 AM, several small live flies were present in the Main Kitchen's dishwash room.</p> <p>During a third observation on 10/9/24 at 9:50 AM, several small live flies were present in the Main Kitchen's dishwash room.</p> <p>During an interview on 10/8/24 at 2:15 PM, the Food Service Director stated the Main Kitchen had two insect light traps, but the insect light trap in the garbage storage area was unplugged. Insect light trap maintenance was the responsibility of the licensed exterminator, who visited the facility weekly. The Food Service Director stated the collection paper of the insect light trap in the dishwash room was pretty full.</p> <p>Review of the undated Commercial Pest Management Maintenance Agreement revealed it included weekly service of floor drains for small fly activity with special attention to kitchen, utility rooms, beverage stations, and service insect light traps, and spot treat for activity at time of service.</p> <p>Review of the most recent Summary of Service from the licensed exterminator, dated 10/3/24, revealed the comment, Insect light trap Kitchenette 3 C/D is not working properly. Please schedule service to ensure effective flying insect control, which was dated 7/18/24. Additional comments included, Insect light trap 2 is not working properly. Please schedule service to ensure effective flying insect control, which were dated 5/2/24, 12/29/22, and 11/17/22. The comment, Insect light trap 1 is not working properly. Please schedule service to ensure effective flying insect control, was dated 10/19/23.</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER Rosa Coplon Jewish Home and Infirmary		STREET ADDRESS, CITY, STATE, ZIP CODE 2700 North Forest Road Getzville, NY 14068	
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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 10/9/24 at 10:20 AM, the Director of Facilities stated a licensed exterminator visited the facility weekly and the written maintenance agreement stated the insect light trap maintenance was part of the services that they provided, which should include changing the collection papers when needed. They stated they were not aware of how many insect light traps were in the facility, and could not identify the numbering system the exterminator used to label the insect light traps. They did not know which insect light traps were reported as not working properly on the exterminator's reports. The Director of Facilities stated they did not know why the exterminator's reports indicated the insect light traps had no activity.</p> <p>2a. Observation in the Main Kitchen on 10/7/24 from 8:50 AM to 10:40 AM revealed the following environmental conditions:</p> <ul style="list-style-type: none"> -brown discoloration on the ceiling tile grid work in the garbage area -one ceiling tile missing between two walk-in freezers in the garbage area -one ceiling tile stained black near the walk-in dairy cooler in the garbage area -no single service towels available at the hand wash sink in the garbage area or the hand wash sink in the dry storage room -standing water on the floor inside the walk-in production cooler -brown liquid and black debris inside the collection pans under the floor grates at the grill -brown liquid drips formed along two conduit under the extinguishment hood at the grill area and on outer edge of the hood -water leak into bucket below the preparation sink located behind the grill -left side of griddle was grease laden -well at the front of griddle had a thick layer of solid grease and food debris -hand wash sink in nourishment area out of service -wall behind the cooler in the nourishment area was crumbled in an area that measured 24 inches high by six inches wide -shelf above unused stovetop was grease laden -three of three ovens in a row had doors that were grease laden with visible brown streaks and splatters -floor of walk-in egg and cheese cooler mostly rust-colored bare metal, small areas of black protective coating remained <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<ul style="list-style-type: none"> -walk-in dessert freezer had large chunks of ice on thermostat wiring on right and condenser on left, with a stainless steel pan below the condenser that was full of solid ice -three ceiling vents had visible dust above the lunch cook's area -visible dust on the one square foot vertical column at the lunch cook's area, along the top twelve inches closest to the ceiling -ceiling tile coating peeling near the vertical column at the lunch cook's area -portions of tile wall base missing at the outside corner near the beverage room, outside of the former bakery area, and near the ice machine -black and rust colored substances on ceiling vent, ceiling tile, and ceiling tile grid work inside the beverage room -gray substance on wall above windows inside the beverage room, in an area that measured three feet wide by two feet high -water damage along entire length of wall to the left in the beverage room, in a 45-degree corner that measured two feet wide on each side -floor under the three-bay sink had standing dirty liquid under the left side and dried food debris under the right side and around the chemical buckets stored at the right side -wall behind the grease trap in the former bakery area had grease splatter in an area that measured three feet wide by two feet high -four mounds of ice below the center of the condenser in the walk-in ice cream freezer, each about four inches high, plus one large chunk of ice surrounded the condenser on the left side -three-inch diameter floor drain in the center of the cart wash area had a visible layer of grime -three quarters of the ceiling tile grid work in the dishwash room had visible rust, dust, or peeling paint -multiple ceiling tiles in the dishwash room had a coating that was peeling -one ceiling tile was missing in the dishwash room -constant water drip from hose reel below the missing ceiling tile -circular ceiling speaker in dishwash room was coated in a brown and gray substance -ceiling vent in dishwash room had peeling paint -concrete block wall behind the dishwash machine had gray discoloration to the left of the machine and a black ceiling tile above the area <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-concrete block wall to the right of the dishwash machine, in the corner, had a pink and black speckled substance in an area that measured ten feet wide by four feet high</p> <p>-visible dust accumulation on the grate of the wall fan in the dishwash room</p> <p>-wall to the right of the dishwash machine had a black substance on the vinyl wall protectant that measured 18 inches wide by 18 inches high</p> <p>-standing water in the far corner of the dishwash room near the hallway door that appeared dark in color</p> <p>-one ceiling tile missing near combi-therm oven</p> <p>-liquid and food debris inside the collection pans under the floor grates at the tilt skillet</p> <p>Additional observation in the Main Kitchen on 10/9/24 from 9:50 AM to 10:10 AM revealed the following environmental conditions:</p> <p>-two of two kitchen waste disposal machines were out of service</p> <p>-floor drains in the dishwash room were backed up and wastewater had collected on the floor, which affected approximately 50 percent of the floor area of the dishwash room, floor drains in the center of the room were under water and the water in this area had black particles</p> <p>At the time of the observations on 10/7/24, Food Service Supervisor #1 stated the ceiling tile was missing between the two walk-in freezers in the garbage area due to an active condensation leak above. They stated the paper towel dispensers were battery operated and they needed new batteries at some of the hand wash sinks. The brown liquid drips under the hood were from daily grill usage and the area was cleaned twice per week, and as needed. The water leak at the preparation sink located behind the grill had been ongoing for about one month and they had put in a maintenance work order for it. Food Service Supervisor #1 stated the griddle was almost never used, but the grease on it was from the nearby deep fryer and the food debris in the well in front of the griddle was from staff members who used the griddle as a work surface to transfer food from the fryer baskets to pans. They stated the griddle needed to be cleaned. They stated high-reach areas in the kitchen needed dusting and cleaning, and there used to be a second shift maintenance staff member who helped with tasks in the kitchen, but that person was no longer available. They stated the grease trap was emptied by an outside contractor last Friday and the splatter on the wall behind it had not been cleaned. The substance on the ceiling speaker in the dishwash room was likely rust, dust, and peeling paint. The maintenance department was responsible for maintaining the ceiling and high areas in the dishwash room and they stated they were not sure when it was last addressed by maintenance. They stated about one year ago, there was a smoke incident in the dishwash room that caused an area of the wall and ceiling to be stained gray. They tried to clean the wall, but it did not come out, and the discolored ceiling tile needed to be replaced. Food Service Supervisor #1 stated they did not know what the black substance was on the vinyl wall protectant in the dishwash room, but it needed to be cleaned.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>At the time of the observations on 10/7/24, the Assistant Food Service Director stated the hand wash sink in the nourishment area had been out of service for three to four weeks and an outside plumber had recently come in to look at it. They stated the floor under the three-bay sink needed to be cleaned and cleaning the floor was part of the Porter's regular routine. There were usually two Porters each day, but yesterday and today, there was only one. The Assistant Food Service Director stated the standing water in the far corner of the dishwash room collected there because the floor was not level and that was the low spot. The water appeared dark because of the floor mats and the area needed to be mopped up.</p> <p>During an interview on 10/7/24 at 11:00 AM, the Director of Facilities stated they were not aware of any issues with ice accumulation in the walk-in dessert freezer or a water leak from the preparation sink located behind the grill. The water drip from the missing ceiling tile near the combi-therm oven was likely due to condensation from the freezer line above. The Director of Facilities stated they were aware of issues with the drain line of the hand wash sink in the nourishment area, an outside contractor had snaked the lines recently, but the problem persisted. They stated the ceiling tile grid work in the dishwash room had rust and peeling paint and needed to be replaced. The ceiling tiles in the dishwash room that had a coating that was peeling also needed to be replaced. The Director of Facilities stated maintaining the ceiling of the kitchen was the responsibility of the maintenance department and they had not assigned the task to any maintenance staff member. Cleaning any areas that were reachable was the responsibility of the dietary department, but if a ladder was needed to reach the area, it became the responsibility of the maintenance department. They stated they were not aware of the condition of the ceiling speaker and vent in the dishwash room. The walls above and behind the dishwash machine needed attention by maintenance staff because a ladder was needed, but the black substance on the wall near the dishwash machine should be addressed by dietary staff because it was reachable. The Director of Facilities stated they were not aware of the missing ceiling tile in the dishwash room or the constant water drip below, which they stated was likely due to leaking from the connection in the hose reel.</p> <p>2b. Observation in the Unit 1 A/B Servery on 10/7/24 at 12:15 PM revealed a leftover container of noodle salad with a red lid and a white bag with a sandwich wrapped in white paper in the refrigerator with no name or date. Also at this time, the wall fan was operating and the outside grate on the front and back were coated with a layer of dust.</p> <p>During an interview on 10/7/24 at 1:05 PM, the Assistant Food Service Director stated the wall fan needed to be cleaned and maintenance staff were supposed to clean them.</p> <p>2c. Observation in the Unit 1 C/D Servery on 10/7/24 at 12:35 PM with the Assistant Food Service Director and Food Service Supervisor #2 present, revealed an unopened five-ounce yogurt in the refrigerator that had a resident's name written on it, with the manufacturer's best by stamp dated 9/20/24. Also, a red bag contained grapes with no name or date. Stainless steel bins of egg salad, beets, garden salad, and tuna fish were undated in the refrigerator. There was sliced cheese wrapped in plastic cling wrap that was undated.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 10/7/24 at 12:35 PM, the Assistant Food Service Director stated the beets were served yesterday and should have been thrown out, and the egg salad and tuna fish were normally dated with today's date and brought up to the serveries from the Main Kitchen at lunchtime. They stated every day after dinner, someone from the dietary department went into each servery and looked for labels and dates on foods brought in from families. If food brought in from families was more than three days old, it would be brought to the attention of a nurse, who would inform the family. Foods from the Main Kitchen should be thrown out after three days. They stated they were not sure who the grapes belonged to or how long they had been in the servery refrigerator.</p> <p>During an interview on 10/7/24 at 12:35 PM, the Food Service Supervisor #2 stated one of their duties was to check serveries at the end of the evening. All prepared foods were to be discarded at the end of the evening, with the exception of egg salad and tuna fish, which needed to be labeled with a date because they could be kept for a three-day period.</p> <p>During an interview on 10/8/24 at 1:55 PM, the Director of Facilities stated there used to be a Maintenance Technician who worked second shift that helped with maintenance tasks in the kitchen, but that practice ended about one month ago.</p> <p>During an interview on 10/8/24 at 2:15 PM, the Food Service Director stated the extinguishment hood was cleaned by an outside contractor every two to three months, an outside contractor maintained the grease traps, and dietary staff cleaned out the collection pans under the floor grates on a weekly basis. They stated they were aware of the current condition of the ceiling in the dishwash room and had discussed it previously with the Director of Facilities, Maintenance Operations Manager, and former Administrator. The Food Service Director also stated the [NAME] job duties included washing dishes, pots and pans, mopping, and taking out the garbage and recycling nightly. Porters should mop under equipment in the kitchen every day. If high dusting required a ladder, it would be a maintenance staff task, but if the [NAME] could reach the area with a long broom handle, then the [NAME] should complete the task.</p> <p>During an interview on 10/9/24 at 9:25 AM, the Food Service Director stated tasks from the [NAME] Main Kitchen Cleaning List/Schedule were to be divided between the [NAME] and Porter. It was the Cook's responsibility to keep the kitchen equipment clean and the Porter's responsibility to keep the dishwash room clean. They stated all foods needed to be labeled and dated, including foods brought in from residents' family members. After three days, a Nurse or Food Service Supervisor should ask the resident or their family what they want done with the food. If a yogurt brought in by a resident's family had reached the best by date, it should have been brought to the resident's attention. They also stated tuna fish and egg salad should be brought to unit serveries daily and discarded nightly, but should still be labeled with the date. The Food Service Director also stated there were two kitchen waste disposal machines, one at the dishwash machine that needed a new motor and had not been used in the two years that they had worked at this facility, and one at the three-bay sink that needed new bearings. There was no power to the disposal at the dishwash machine, and the staff had to dispose of food scraps and liquids the old-fashioned way, by dumping it into bags, and special attention must be paid that the bags did not get too heavy and rip. These bags needed to be taken out three times per day.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During a continued interview on 10/9/24 at 10:00 AM, the Food Service Director stated the floor drains in the dishwash room were backed up and water was collecting on the floor. They stated even though an outside contractor had cleared the lines less than one week ago, something was still an issue. The Food Service Director also stated the black particles in the water around the center floor drain were likely grease particles.</p> <p>During an interview on 10/9/24 at 10:00 AM, the Maintenance Operations Manager stated the floor drain in the dishwash room needed to be cleared again and if contractors cleared it last week, it should not be backing up again now. They stated floor drain backups happened occasionally and may be caused by items stuck in the drains, such as gloves, large chunks of food, or a towel. The Maintenance Operations Manager stated the facility had equipment to clear small areas of drain line but did not have the right equipment onsite to attempt to clear the main drain line.</p> <p>10 NYCRR 415.14(h)</p> <p>SubPart 14-1 - Food Service Establishments</p> <p>14-1.43, 14-1.95, 14-1.110(d), 14-1.140(a), 14-1.143, 14-1.160, 14-1.170, 14-1.171</p>		