

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335393	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/27/2026
NAME OF PROVIDER OR SUPPLIER Susquehanna Nursing & Rehabilitation Center, L L C		STREET ADDRESS, CITY, STATE, ZIP CODE 282 Riverside Dr Johnson City, NY 13790	

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 0921</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on record review, observation, and interview the facility failed to ensure a safe, clean, comfortable, and homelike environment for one (1) resident unit. Specifically, the temperature of the facility's hot water was not maintained. Findings include: An undated resident bathing training form documented:- if the resident refused to take a shower or bath because the water was too cold, the supervisor was required to be notified immediately; and- anytime a supervisor was notified of cooler than normal water temperatures the Director of Nursing and the Administrator must be notified immediately. An undated creating maintenance requests training form documented how staff can enter work orders. An 09/09/2025 loss of hot water policy documented the following:- Notify the maintenance department of the loss of hot water by either entering a work order, or directly contacting the maintenance department;- Take water temperatures at identified locations of water loss, if the water temperatures were outside of the allowable range maintenance was to continue taking temperatures in other locations on that floor and expand the temperature monitoring to alternate floors, and maintenance had to verify the temperature leaving from and returning to the mixing valve in the boiler room;- Notify residents and families of the service loss with an expected time frame for service recovery, residents are notified in person/ in writing, and families/emergency contacts could be notified via ROBO-call; and- Notify staff of loss of service and provide education on interim measures to be taken during service loss;- Administration/ designee to determine if reporting criteria have been met to notify DOH. An undated work order log documented:- On 01/13/2026 at 11:14 AM, the second-floor short hall shower hot water was working;- On 01/16/2026 at 7:38 AM, there was a follow up on an after-hours call at 2:40 AM that there was no hot water and that the mixing valve in the boiler room was hung up;- On 01/17/2026 at 11:09 AM, there was no hot water on the third floor;- On 01/18/2026 at 10:38 AM, there was no hot water in the facility;- On 01/19/2026 at 9:46 AM, residents complained about not having hot water for showers; - On 01/21/2026 at 5:20 AM, an electronic mix valve was reset for the domestic hot water;- On 01/25/2026 at 7:27 AM, there was no hot water in the building; and- On 01/29/2026 at 5:51 PM, there was no hot water on the fourth floor. The January 2026 Domestic Hot Water Temperature form documented that room water temperatures were required to have a top limit of 110 degrees Fahrenheit and bottom readings over 90 degrees Fahrenheit. A work order, dated 01/20/2026, documented that the fourth-floor shower room had no warm water. The comment section documented if hot water was used before the hot water tank was up to temperature it would result in no hot water. The facility did not provide work orders for resetting the electronic mix valve for domestic hot water from 01/22/2026 to 01/29/2026. A 01/05/2026 a vendor call summary report documented that a new mixing valve was installed on 01/30/2026 at 4:00 AM, and the proper water temperature was being sent to the building. During an interview on 01/30/2026 at 12:06 PM, the Regional Director of Facilities stated water temperatures were not taken on the weekends as the maintenance staff was onsite Monday through Friday, and on call for the weekends. They stated there was no documentation to verify that the water in any shower had been temperature checked. During an observation and interview on 01/30/2026 at 12:50 PM, with the Regional Director (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: Facility ID: 335393	If continuation sheet Page 1 of 4

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The Assistant Administrator stated that throughout the day the water would intermittently get cold and maintenance staff would reset the boiler valve to get the water hot again. During an interview on 01/30/2026 at 3:19 PM, Maintenance Technician #5 verified there was a work order on 01/20/2026 that the fourth-floor shower had no warm water, and they had not checked the temperature of the water in this room before closing out this work order. They stated that water temperatures were required to be between 90 degrees Fahrenheit and 110 degrees Fahrenheit. They stated that they had reset the boiler electronic mixing valve multiple times between 01/20/2026 and 01/28/2026, that other maintenance technicians had also reset this valve at different times, and that there was no documentation to verify this. They stated water temps were not retaken after resetting the mixing valve and cannot recall any water temperatures under 90 degrees Fahrenheit. Maintenance Technician #5 stated they had not been told that the facility's loss of water policy was in effect. During an interview on 01/30/2026 at 3:59 PM, Resident #1 stated they last took a shower last Thursday (01/22/2026), that the shower was lukewarm and not comfortable, and there had previously been lukewarm showers. They stated they were told on 01/29/2026 that they could not get a shower due to the cold water. During an interview on 01/30/2026 at 4:04 PM, Resident #2 stated they have not had a shower in the last five weeks as the water was cold. They stated the facility was always repairing the water system. During an interview on 01/30/2026 at 4:31 PM, Certified Nurse Aide #6 stated there were times when water would be hot for fifteen minutes and then get cold again. They stated water had been cold for approximately 4 weeks and had told their nurse manager about this. Certified Nurse Aide #6 had not told the maintenance staff about the loss of hot water issue as most maintenance staff had left for the day by the time they arrived at work. Certified Nurse Aide #6 stated that after the maintenance staff would reset the boiler switch the hot water would last approximately fifteen minutes and enough time for one shower, and then water would get cold again. They stated that once maintenance staff would leave for the day the water would stay cold until the next day. During an interview on 01/30/2026 at 4:46 PM, Certified Nurse Aide #7 stated that hot water had been brought from the kitchen within the last week to the third floor for a resident bed bath. They stated that the shower water for the residents had been cold for the last ten or eleven days. Certified Nurse Aide #7 stated residents were showered weekly and some of the residents had not got showered within the last week. They stated when the water was too cold and when a resident would refuse a shower, they would tell their supervisor. Certified Nurse Aide #7 stated it was not acceptable that residents had not been showered in ten or eleven days and would not like it if that had happened to them. During an interview on 01/30/2026 at 5:01 PM, Registered Nurse #8 stated that for the last few weeks the hot water would intermittently go from hot to cold. They stated that when maintenance department was called the boiler would be reset and after 45 minutes the water was hot again. Registered Nurse #8 stated that once the boiler had been reset the loss of hot water issue went away and staff would get their work done. They stated a work order would be created if there was a loss of hot water and they would contact on-call maintenance staff to correct it. During an interview on 02/26/2026 at 11:58 AM, the Administrator stated the loss of hot water issue had been fixed and the residents were getting warm showers. They stated on 01/30/2025 the facility was in process of fixing the loss of hot water issue and that additional repairs were made the following day. The Administrator stated they had heard there was a loss of hot water on 01/19/2026 and they were not (continued on next page)</p>		

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The Administrator stated the certified nurse aides on the third floor decided to get hot water from kitchen themselves with no direction from facility management staff, and there was no documentation that the temperature of the water brought up to the third floor had ever been checked. During an interview on 02/26/2026 at 2:32 PM, the Administrator stated on 01/19/2026 they had been told by maintenance staff that there were intermittent times in which there was a loss of hot water, that the vendor was going to be onsite the next day to investigate, and the Administrator had left for vacation on 01/21/2026. They stated replacement boiler parts were ordered, was told that it would take a few days for these parts to be delivered. The Administrator stated that bringing hot water from kitchen to the third floor was part of the emergency management plan, this was not allowed without approval from management, and it was not acceptable for the third-floor certified aides to have brought hot water from the kitchen. They stated online training was sent to all staff regarding how to follow facility emergency procedures, that bringing hot water up from the kitchen without approval was not acceptable, and how to put in a work order. The Administrator stated it was not acceptable for the facility to go ten days without hot water or with intermittent hot water. and had not been contacted by the Assistant Administrator regarding any loss of hot water issues. They stated they would not want to take a cold shower, and if a resident refused a shower, they would get a bed bath. The Administrator stated they were told by maintenance staff that the sink water was warm enough, there was a shower water temperature that was cold and verified the temperatures documented daily water temperature logs. They stated there was one water temperature complaint since 01/29/2026, that a work order had been created and closed out, and the water temperature was not rechecked after the maintenance department had closed out the ticket. During an interview on 02/26/2026 at 4:07 PM, the Assistant Administrator stated they were in charge on 01/22/2026 and stated that on 01/19/2026 a water valve had been reset. They were not aware that boiler parts were on order and stated it was important to know when the hot water was going to get fixed so they would have implemented actions to address the potential loss of hot water. The Assistant Administrator stated they were not made aware of any other water issues by staff prior to 1/19/2026. They were not aware that third-floor certified nurse aides had gone down to the kitchen and had brought hot water to the third floor for a bed bath and stated this would not be appropriate as this water may not be within the acceptable temperature range if the water had not been checked. The Assistant Administrator stated the facility has a loss of hot water policy, and this policy was not activated by them. They stated it would not be acceptable for there to be no hot water in the facility for ten days and would not want to take a cold shower. The Assistant Administrator stated there was one resident complaint on 01/22/2026, was not sure who that resident was, that the boiler water valve was reset, and that they were told the facility's hot water was restored. They stated that there was hot water in the sinks, and no staff had stated the sinks were cold. The Assistant Administrator verified that they had completed the emergency procedures for staff training and was not sure of the specific date. The facility did not provide any staff training documentation regarding the loss of hot water. During an interview on 02/27/2026 at 10:08 AM, the Administrator stated the Assistant Administrator was not made aware of the loss of hot water issues prior to their vacation and could not recall any specific conversations with the Assistant Administrator regarding boiler parts on order for the repair of the hot water system. They stated at the time they went on vacation they felt the loss of hot water issue had been addressed with the hot water reset, and that the intermittent hot water issue was not a significant impact concern for the residents. The Administrator stated there was an urgency when the loss of hot water started as a vendor was called (continued on next page)</p>		

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