

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 06/25/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335742	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/08/2026
NAME OF PROVIDER OR SUPPLIER Niagara Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 822 Cedar Avenue Niagara Falls, NY 14301	
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)		
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 observations, interviews, and record review conducted during the survey the facility failed to maintain an effective pest control program for the Main Kitchen and one (1) of three (3) resident floors. Issues included observations of rodent droppings in the dry storage room of the main kitchen, and complaints of rodent sightings in the main kitchen, resident rooms and halls. Additionally, on the exterior of the building, garbage and the contents of the kitchen grease traps, were stored in a manner that had the potential to attract rodents. Residents #3, 25, 47, 63, 65, 80, 94, 97, and #115 were involved. The findings include: The policy and procedure titled Pest Control, revised 11/2025 documented the facility maintained an on-going pest control program to ensure that the building was kept free of insects and rodents. It also documented that garbage and trash were not permitted to accumulate and were removed from the facility daily. The policy and procedure titled Kitchen Operations- Sanitization revised 10/2008 documented all kitchens, kitchen areas and dining areas shall be kept clean, free from litter and rubbish and protected from rodents, roaches, flies and other insects. The policy and procedure titled Food Receiving and Storage revised 10/2017, documented non-refrigerated foods will be stored in a designated dry storage unit which was temperature and humidity controlled, free of insects and rodents and kept clean. Review of the facility's Pest Control Company- Summary of Service documents provided by the facility dated 11/2025 to 04/2026 revealed they found rodent activity in the main kitchen and other areas of the facility, on each visit. During an observation on 04/01/2026 at 9:15 AM, the dry storage room of the main kitchen had a large amount of rodent droppings most surfaces, including but not limited to; on top of six (6) cardboard cases of thickened dairy drink, three (3) plastic totes containing assorted dry foods, on the lids of at least six (6) cartons of thickened drinks, and on top of several large (#10) cans of vegetables, pudding and fruit. During an interview at the time of the observation, the Food Service Director stated rodents were an ongoing issue in the kitchen. They stated Pest Control had been coming more often recently, and they thought the issue was improving. They stated the rodent droppings were unsanitary and they had the potential to make someone sick. The Food Service Director stated they wiped the surfaces of the cans and boxes every morning, and a staff member would wipe them in the evening. They stated the dry storage room was deep cleaned about two (2) weeks ago, and the main cooking area of the kitchen was power washed just last week. During an interview on 04/01/2026 at 9:20 AM, [NAME] #1 stated the rodent droppings were unsanitary, and they cleaned all their cooking and prep surfaces every morning. During an interview on 04/01/2026 at 12:08 PM, the Assistant Director of Nursing stated that rodent droppings on top of food items were an infection control problem and had the potential to get someone sick. They stated the cans needed to be sanitized and the cartons needed to be thrown out. Observation on 04/02/2026 at 8:00 AM, the dry storage room had visible rodent droppings on totes, cardboard boxes, and the tops of large cans. During an interview at the time of the observation, the Food Service Director stated they had wiped down all the cans and lids yesterday and were about to do that again. During an interview on 04/02/2026 at 8:16 AM, the Environmental Services Director stated they were aware of the rodent issue. They assisted with deep sanitation of the kitchen recently. They stated there had been evidence of rodents on the third floor, but they thought they (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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: 335742	Facility ID: 335742 If continuation sheet Page 1 of 4

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335742	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/08/2026
NAME OF PROVIDER OR SUPPLIER Niagara Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 822 Cedar Avenue Niagara Falls, NY 14301	
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)		
F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	were currently isolated in the kitchen. They stated the Pest Control company came in, set traps, and made recommendations. Maintenance responded to those recommendations, and housekeeping would assist in sanitation. During an interview at 04/02/2026 at 8:55 AM, Resident #80 who resided on the third-floor stated there had been rodent activity in their room and in the hallway of the unit. Resident #80 stated about a month or two months ago they saw a mouse run across the hallway into their room. They stated saw mice in the hallway and mice would get stuck to the glue on traps that maintenance department placed on the floor. Resident #80 added, they saw a little bitty mouse in the hallway the night before. A resident council meeting was held on 04/02/2026 at 10:00 AM. Residents #3, #25, # 47, #63, #65 and #94 were present. Resident #3 and Resident #65 stated they have seen mice in hallways and in rooms on the third floor. Resident #3 added, about one and a half (1.5) months ago they saw two (2) mice stuck to glue traps and they threw them into the garbage. Resident #47, #63, and #94 stated in the summer they saw mice in the main dining room on the first floor and believed the mice came into the building because the doors get propped open to let in the fresh air. The group expressed they did not want rodents where they were living, it was not dignified nor was it homelike. Resident #94 stated, we do not want a pet mouse and it made them nervous because the mice could run on top of them while they were sleeping. During an observation on the third floor on 04/02/2026 at 12:20 PM there was a hole in the wall behind the nightstand near the door of Resident room [ROOM NUMBER]. The hole was located between the wall and the vinyl baseboard and measured three (3) inches long by 1 (1) inch wide. Three (3) tufts of wall insulation were on the floor beneath the hole. Additional observation revealed the vinyl baseboard had pulled away from the wall in an area that was 12 inches long behind the window-side bed. During an interview on 04/02/2026 at 12:23 PM, Resident #115, a third-floor resident, stated two (2) live mice were caught on a glue trap in their room three (3) to four (4) days ago and last night a mouse ran across the floor in their room. During an interview on 04/02/2026 at 12:25 PM, Resident #97, a third-floor resident, stated they saw a rodent in their room about one (1) week ago. During an interview on 04/02/2026 at 12:30 PM, the Regional Maintenance Director stated a licensed exterminator was treating all floors of the building, including some resident rooms for rodent activity. The exterminators came weekly and utilized glue traps. The Regional Maintenance Director stated they were made aware of a rodent issue about one (1) to two (2) months ago and they did not know where the rodents were coming from. They stated the exterminator had made recommendations to seal certain holes, and Maintenance staff had done so, and they were not aware of the hole inside Resident room [ROOM NUMBER]. The Regional Maintenance Director stated they were aware of current rodent activity in the Kitchen, and the Kitchen's exterior door had been recently replaced, new door sweeps had been installed on exterior doors, and holes in the Kitchen were sealed. During an interview on 04/02/2026 at 3:45 PM, the Administrator stated staff first brought a rodent issue to their attention in January 2026. They stated they felt it was a neighborhood-wide issue. In January, the issue was discussed with their Quality Assurance Team, and an action plan was created. The action plan included weekly exterminator visits and identifying residents who liked to keep food in their room and providing them with plastic food storage bins. The Administrator stated they believed there was no further rodent activity upstairs, and their emphasis now was on the Kitchen. The Kitchen's exterior door had been replaced, and a new door sweep was added, but the door sweep had been repeatedly damaged by outside deliveries and had to be replaced multiple times. The Administrator also stated facility's PTAC units (Packaged Terminal Air Conditioners - self-contained, through-the-wall heating and cooling units) had some condensation drips, which could create soft spots in the drywall. They stated the facility's Maintenance staff was diligent in identifying and repairing the drywall in those areas. The Administrator stated they were aware of the recommendations written on the most recent exterminator's report, dated 03/25/2026, and they believed that all the items were done and closed because the facility did a deep cleaning of the Kitchen on 03/30/2026. During an observation on 04/03/2026 at 7:51 AM, the dry storage room had visible rodent droppings on most every surface. (continued on next page)		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335742	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/08/2026
NAME OF PROVIDER OR SUPPLIER Niagara Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 822 Cedar Avenue Niagara Falls, NY 14301	
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)		
F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Two (2) containers of salt and pepper packets, without lids, were observed with several rodent droppings at the bottom of each of them. The breakfast tray line was in progress, and the Food Service Director was not at the facility yet. There were no salt and pepper packets observed on the tray line. During an interview on 04/03/2026 at 7:55 AM, Dietary Aide #1 stated they had seen a live mouse in the dry storage room about a month ago, and they were aware of the droppings. They did not know how long the issue had been going on. They stated they would wear gloves and wipe off anything they took from the dry storage room. They stated they had not used the salt and pepper packets for at least a few days. During an observation and interview on 04/03/2026 at 8:30 AM, the Director of Quality Assurance observed the rodent droppings in the dry storage room and removed the two (2) containers of salt and pepper packets. They stated the rodent droppings could make someone sick. They were aware there was an issue with rodents but did not realize it was that bad. During an observation at the exterior of the facility on 04/03/2026 at 9:45 AM it was revealed that the grease dumpster had a thick, tan-colored substance that appeared to be greasy food debris on the lid. There were three (3) areas of the substance on the lid; one (1) was approximately 3 inches long by 2 inches wide by 1/2 inch deep, another was approximately 4 inches long by 1 inch wide by 1 inch deep, and another was 7 inches in diameter and 1 inch deep. Further observation revealed there were some splatters of the tan-colored substance mixed with dirt on the ground in front of the grease dumpster, each approximately 2 inches in diameter. Additional observation at the exterior of the facility revealed there were two (2) televisions, a bed frame, a toilet, and multiple wood pallets and empty crates on the ground in the vicinity of the garbage dumpsters. During an interview at the time of the observation, the Regional Maintenance Director stated Maintenance staff cleaned the grease trap monthly and it must have splashed when they were trying to get it into the grease dumpster. They stated the substance on the top of the grease dumpster was grease, it looked like it was spilled recently, and it should be cleaned with a scraper. The Regional Maintenance Director also stated the toilet was placed there on 04/01/2026 and they were waiting for a metal recycler to pick up the bed frame. During an interview on 04/03/2026 at 11:15 AM, Dietary Aide #2 stated they had seen a live mouse in the dry storage room recently. They did not know how long it had been going on. During additional observations on 04/06/2026 at 7:40 AM and 04/07/2026 at 9:25 AM, the dry storage room had visible rodent droppings on multiple surfaces. During an interview on 04/06/2026 at 10:47 AM, Licensed Practical Nurse #1, Resident Care Coordinator stated they had not personally seen a mouse in over a month, but they had been informed of recent staff and resident sightings. During an observation on 04/06/2026 at 3:45 PM, the grease dumpster still had the white substance on the lid and in front as described in the previous observation. Additionally, the same white greasy substance, containing food debris (specifically yellow corn), was observed on the ground behind the dumpster in an area approximately 2 feet in diameter. During an observation and interview on 04/07/2026 at 12:12 PM, the Regional Maintenance Director observed the grease dumpster and the surrounding area. They stated the grease traps were emptied and dumped into the dumpster, monthly, and it was last done two (2) days ago. They stated it was maintenance staff that emptied the grease traps and dumped the grease, and they were responsible for cleaning any debris that was spilled. They should have cleaned it immediately. The Regional Maintenance Director stated the debris could draw rodents to the area. During an interview on 04/07/2026 at 9:17 AM, the Administrator stated the dumpster area should be kept clean at all times because food debris could draw rodents to the area. They were aware of the issue with the rodents in the facility, but they were not aware of the amount of activity in the dry storage area. They stated that rodent droppings in the dry storage area had the potential to make someone sick. The Administrator stated they had actively been addressing the recommendations made by the Pest Control company, but they did not close them out on their end. They stated the last time they came was 04/03/2026, and they specifically asked them to, at least, comment on the recommendations that had been addressed, instead of just leaving them open. During an interview on 04/08/2026 at 9:07 AM, Licensed Practical Nurse #1, Resident Care Coordinator, stated the third (continued on next page)		

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 06/25/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335742	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/08/2026
NAME OF PROVIDER OR SUPPLIER Niagara Rehabilitation and Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 822 Cedar Avenue Niagara Falls, NY 14301	
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)		
F 0925 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	flood did have mice sightings about a month ago and the facility had an exterminator come into the building. They stated a staff member reported they saw a mouse go from one room into another about two and a half (2.5) weeks ago. Licensed Practical Nurse #1 stated they were not sure what room it was but most of the sighting had been in the short hallway that goes from rooms 326 to 335. Licensed Practical Nurse #1 stated many of the residents, in the short hall, have families that bring in outside foods and there were also a couple residents in that hallway that hoard items in their rooms. They stated they believed that the rodent sightings had decreased, and the residents were now storing their food items in plastic bins. Licensed Practical Nurse #1 stated residents should not be living with mice because rodents are gross and dirty. 10 New York Code Rules and Regulations 415.29 (j)(5)		