STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	365329	A. Building B. Wing	04/21/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Embassy of Marion	175 Community Drive Marion, OH 43302

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 0919 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Note: The nursing home is disputing this citation.	Make sure that a working call system is available in each resident's bathroom and bathing area. 35033 Based on observation, resident and staff interview, review of a job description, and policy review, the facility failed to ensure the call light system was functioning for all residents and timely repairs were made to the system. This affected 23 of 77 facility residents including nine (#1, #11, #16, #28, #40, #50, #55, #62, and #71) residents with no functioning call light and an additional 14 (#18, #22, #26, #34, #37, #47, #53, #56, #58, #60, #63, #70, #75, and #76) residents with intermittent functioning call lights. The facility census was 77. Findings include: Interview on 04/21/25 at 8:52 A.M., with the Administrator revealed there were a few rooms on the north end of the facility where the call lights were not working and would have to check how long they had not been working. The Administrator revealed the residents were given hand bells and revealed she had gotten a couple of quotes for repair and replacement of the call light system. The Administrator revealed the staff had increased the frequency of rounding for the rooms with hand bells, but could not say how often the rounding was done. During the interview, the Administrator was asked to provide the documentation of service provider quotes to repair or replace the call light system. Interview on 04/21/25 at 9:17 A.M., with Licensed Practical Nurse (LPN) #206 revealed the call lights on the north unit were not working and the residents had hand bells. LPN #206 revealed if she was at the nurse's station she would leave the door open so the hand bells could be heard. Interview on 04/21/25 at 9:29 A.M., with Resident #50 revealed her call light had not been working for months. Resident #50 stated the call light would stay on for a few minutes then would just shut off. Resident #50 revealed she called the facility via telephone when she needed assistance. Interview on 04/21/25 at 9:33 A.M., with Resident #28 revealed her call light was not working since her admission on 04/04/25. Resident #28 had a hand bell but stated her roommate would call the facility for her via telephone when she needed help. Interview on 04/21/25 at 9:35 A.M., with Resident #58 revealed her call light had not been working for a couple of weeks. Resident #58 had a hand bell and stated it took forever for the staff to answer it. Interview on 04/21/25 at 9:37 A.M., with Resident #62 revealed her call light and her roommate's (#71) call light had not been working for a week or two. Resident #62 and Resident #71 had hand bells. (continued on next page)

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

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F 0919 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Note: The nursing home is disputing this citation.	Interview on 04/21/25 at 9:42 A.M., with Resident #75 revealed his call light had not been working for about a week and had a hand bell. Interview on 04/21/25 at 9:43 A.M., with Resident #40 revealed his call light was not working but was unsure for how long it was not working. The resident had a hand bell. Interview on 04/21/25 at 9:56 A.M., with LPN #210 revealed the call lights on the north end had not been working for a few weeks and thought the facility was supposed to replace the call light system. Interview on 04/21/25 at 10:53 A.M., with Certified Nurse Aide (CNA) #230 revealed the residents had hand bells and she was rounding on the residents every 30 minutes. CNA #230 revealed the call lights had not been working for a couple of weeks. Interview on 04/21/25 at 10:55 A.M., with CNA #242 revealed she was completing checks on the residents with hand bells about every 30 minutes. CNA #242 revealed the call lights had not been working for at least two weeks. Interview on 04/21/25 at 11:01 A.M., with the Administrator revealed the call lights on the north end had not been working correctly since 03/31/25. The Administrator revealed she had been getting service pricing quotes, but the repair providers indicated the system could not be fixed. Further interview on 04/21/25 at 1:48 P.M., the Administrator revealed she was unable to provide documentation of service provider quotes to repair or replace the call light system. The Administrator revealed the vendors stated the call light system was an old system and would not put anything in writing. Observations on 04/21/25 beginning at 11:13 A.M., with the Director of Nursing (DON) revealed the call lights were not working in the rooms of nine (#50, #28, #71, #62, #16, #40, #1, #11, and #55) residents. Concurrent interview with the DON revealed the call lights worked intermittently in the rooms of 14 (#56, #70, #18, #22, #76, #60, #75, #53, #63, #47, #26, #58, #34, and #37) additional residents. The DON revealed the 23 total residents all had hand bells or service bells. Interview on 04/21/25 at 1:35 P.M., with Director of Maintenance (DOM) #400 revealed the call lights had not been working on the north end of the building for about two and a half weeks. DOM #400 revealed it was an old system and there was a power problem with the voltage. DOM #400 revealed some rooms worked intermittently. Review of the job description titled, Plant Operations Manager, dated 08/31/20, revealed maintenance staff would maintain the facility equipment in proper working order, repair or replace any equipment not functioning properly, conduct facility rounds and repair any areas needing attention, and contact outside contractor to get quotes to complete work as required. Review of the facility policy titled, Answering the Call Light, dated 09/2022, revealed no guidelines for maintaining the call light system. Further review of the policy revealed no guidelines for when the call lights were not functioning. (continued on next page)

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F 0919 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some Note: The nursing home is disputing this citation.	Review of an undated facility policy titled, Call Lights-Answering, revealed if the call light system was not functioning properly, residents would be provided call bells, and the assigned staff would make ongoing rounds until the call light system was working properly. There were no guidelines for maintaining and fixing the call light system when not functioning. This deficiency represents non-compliance investigated under Master Complaint Number OH00164950 and Complaint Number OH00164825.

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many Note: The nursing home is disputing this citation.	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. 35033 Based on observation, staff interview, and review of a job description, the facility failed to ensure the doorbell to the front entrance of the facility was functional. This had the potential to affect all 77 residents residing in the facility. The facility census was 77. Findings include: Observation on 04/21/25 at 8:32 A.M. revealed the doorbell to the front door of the facility was missing a cover plate. The button on the doorbell was pushed twice and the doorbell would not ring and made no sound. There was no sign posted with the facility telephone number to obtain assistance to enter the building. Interview on 04/21/25 at 8:52 A.M., the Administrator revealed on 04/16/25 a nurse notified her the facility telephones and internet were not working and were out for a few hours until fixed. The Administrator revealed she was unaware if the doorbell to the facility was functioning. The Administrator revealed she had been at the facility for about six months and never checked to see if the doorbell was functioning. Observation and interview on 04/21/25 at 9:02 A.M. with the Administrator and the Director of Nursing (DON) revealed the doorbell to the facility front entrance door would not ring when the buttons were pushed. The DON revealed the doorbell was used to enter the facility at night and should sound at the nurse's station. The Administrator and the DON verified the doorbell was not working. Interview on 04/21/25 at 9:17 A.M., with Licensed Practical Nurse (LPN) #206 was unaware the facility doorbell was not working. Interview on 04/21/25 at 10:53 A.M., with LPN #210 was unaware the facility doorbell was not working. Interview on 04/21/25 at 1:35 P.M., with Director of Maintenance (DOM) #400 revealed he had never checked the doorbell to see if it was functioning and was not part of his routine checks. DOM #400 revealed he found out about a week ago the doorbell was not working but the staff member who reported it had never filled out a maintenance work order. Interview on 04/21/25 at 2:17 P.M., with LPN #265 revealed an outside provider was at the facility on 04/16/25 and told her the telephones and the front entrance doorbell were not working. LPN #265 revealed she reported to the Administrator about the telephones, internet, and doorbell not working. LPN #265 revealed she had not notified maintenance staff about the doorbell not working because another nurse told her maintenance was already aware. Interview on 04/21/25 at 3:57 P.M., with the Administrator revealed facility staff were trained during new hire orientation to enter maintenance requests in the computer system. (continued on next page)

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many Note: The nursing home is disputing this citation.	Interview on 04/21/25 at 4:05 P.M., with the DON revealed some staff locked the front entrance door at night and some staff did not. The DON revealed the facility had no policy requiring the door to be locked at night. The DON revealed some staff locked the front entrance between 9:00 P.M. and 10:00 P.M. and unlocked the door between 6:00 A.M. and 6:30 A.M. Review of the job description titled, Plant Operations Manager, dated 08/31/20, revealed maintenance would maintain the facility equipment in proper working order, repair or replace any equipment not functioning properly, conduct facility rounds and repair any areas needing attention, and contact outside contractors to get quotes to complete work as required. This deficiency represents non-compliance investigated under Master Complaint Number OH00164950.