

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

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No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 675611	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/28/2026
NAME OF PROVIDER OR SUPPLIER The Villages of Dallas		STREET ADDRESS, CITY, STATE, ZIP CODE 550 E Ann Arbor Ave Dallas, TX 75216	
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 - Some	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests. Based on observation, interview and record review, the facility failed to maintain an effective pest control program for the facility's 1 of 1 kitchen reviewed for pest control. The facility failed to keep an effective pest control program to ensure the facility's 1 of 1 kitchen was free of mice or rat feces. This failure could place residents at risk for food-borne illness, cross contamination, poor sanitary environment, and infection. During an observation of the facility's only kitchen on 07/28/2026 at 10:00 a.m., the following was revealed: small uniform black to gray pellets approximately 1 to two mm in size inside the kitchen cleaning closet along the left wall under the metal shelving. small uniform black to gray pellets approximately 1 to two mm in size on the kitchen baking room floor between the stove and the industrial mixer, as well as inside the large mixing bowl resting on the mixer. small uniform black to gray pellets approximately 1 to two mm in size inside the dry storage area along the left and right walls under the metal shelving. During an interview on 07/28/2026 at 10:27 a.m., [NAME] D said she had not seen any live mice for about a month, but she noticed fresh mouse or rat feces every day even after cleaning them up. She said that a mouse ran across her foot in the kitchen a month ago and that she never received training on what to do when she sees mice in the kitchen. She said she had not seen pest control in the kitchen for about two months and that mice or rats tracking bacteria across countertops could contaminate the kitchen and endanger residents' health. During an interview on 07/28/2026 at 10:33 a.m., [NAME] E said he observed a mouse running across the kitchen floor approximately two weeks prior but had not seen any mouse or rat feces since that time. He said he received in-service training on pest control protocols, which instructed staff to log any mice or rat sightings or feces into TELS and immediately report the findings to the DM. During an interview on 07/28/2026 at 10:38 a.m., the Assistant DM said approximately three weeks had passed since his last mouse sighting and noted that the kitchen underwent daily mopping and cleaning. He said he received in-service training on pest protocols, which directed staff to report any mouse or rat activity or feces to the DM. He said that the presence of mouse or rat feces in the kitchen posed no health or safety risks to the residents. During an interview on 07/28/2026 at 10:45 a.m., the DM said the industrial mixer located in the baking room had remained unused during her seven-years at the facility, she said that while the room itself underwent daily cleaning, staff only cleaned the specific equipment they used. She said she received in-service training regarding pest reporting protocols both last week and the prior month, she was instructed to either notify the maintenance department directly or submit a work order through TELS. She said she saw a live mouse in the kitchen last week and stated that she promptly notified the maintenance department. She said that her staff members understood the protocol to report any mouse or rat sightings or feces directly to her or to the front desk personnel for logging into the TELS database. She said the facility's contracted pest control service visited the building weekly, resulting in a noticeable decrease in rodent activity. She said that the presence of mouse or rat feces in the kitchen posed a (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
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(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 - Some	significant health risk that could cause widespread illness among the residents. During an interview on 07/28/2026 at 10:45 a.m., the facility's Pest Control Operator (owner of the third party pesticide company hired by the facility) said the facility was experiencing a mouse infestation that would take time to resolve. After seeing the small uniform black to gray pellets in the kitchen he agreed they were mouse feces. He said he was working directly with the Administrator to fix the issue, which included visiting the facility twice a week for regular maintenance. He said during these visits, he applied targeted treatments to any areas with reported mouse activity and checked the building for holes where they could get inside. He said he reported any openings he found to the Administrator, and that he fixed small holes on his own, but bigger holes required help from the maintenance department. He said that once the droppings were cleaned up, he set out traps for the mice. He said if later checks showed feces, he used chemical treatments and set out even more traps. He said he had heard mice could spread diseases, but he did not know the specific illnesses they carried. During an interview on 07/28/2026 at 3:13 p.m., the Administrator said the facility experienced an uptick in rodent activity during the month of May, which led to the termination of the maintenance director, who had failed to keep up with the structural repairs needed to keep pests out. He said that the facility had since focused on sealing open gaps throughout the building and ensuring an adequate number of traps were in place. He said that staff members received in-service training instructing them to log the exact location of any rodent or dropping sightings into the TELS database so the pest control service could address the area. He said the contracted pest control company visited the building twice a week to treat the property. He said the presence of mouse or rat feces in the kitchen posed a significant health risk that could cause widespread illness among the residents. In a record review on 07/28/2026 of the facility's Pest Control Service Inspection Report dated 06/02/2026 to 07/28/2026 revealed on 06/02/2026 the pest control company treated kitchen for mice activity., on 06/10/2026 the pest control company treated for rodents. installed mechanical traps in the ceiling also rebaited exterior., and on 06/16/2026 the pest control company treated for rodent also have traps set in the ceiling. Further record review revealed no other Service Inspection Reports for rodents after 06/16/2026. In a record review of the facility's Pest Control, policy revised July 2018, revealed Our facility shall maintain an effective pest control program . 1. This facility maintains an on-going pest control program for insects and rodents		