Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: ____ B. WING ____	(X3) DATE SURVEY COMPLETED
	HAL065011		R 05/05/2015

NAME OF PROVIDER OR SUPPLIER: SHERWOOD MANOR REST HOME

STREET ADDRESS CITY STATE ZIP CODE: 1605 ROBINHOOD ROAD, WILMINGTON, NC 28401

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{D 000}	Initial Comments The Adult Care Licensure Section and the New Hanover Department of Social Services conducted a follow-up survey on May 5, 2015.	{D 000}		
{D 074}	10A NCAC 13F .0306(a)(1) Housekeeping And Furnishings 10A NCAC 13F .0306 Housekeeping And Furnishings (a) Adult care homes shall: (1) have walls, ceilings, and floors or floor coverings kept clean and in good repair; This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure the walls, ceilings and floors were clean and in good repair in 6 of 21 resident rooms, 10 of 11 shared resident bathrooms, 2 of 2 community bathrooms, and in the facility hallway. The findings are: Observation of room #10 on 5/5/15 at 12:16 p.m. revealed: -Three walls had brown and black dried stains and chipped paint. -The wall under the air conditioner had pieces of the wall missing around the air conditioner -The white ceiling panel near the window had a brown stain. -The bottom of the entrance door post had built-up black dirt and grime. -The bottom of the two closet door posts had paint peeled on both sides. Observation of the shared bathroom between rooms #11 and #12 on 5/5/15 at 12:21 p.m.	{D 074}	RECEIVED JUN 1 2015 ADULT CARE LICENSURE SECTION Walls painted Wall repaired ceiling tile replaced	5.31.15

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: [signature] TITLE: admr. (X6) DATE: 5.29.15

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{D 074}	Continued From page 1	{D 074}		
	revealed: -The lower part of the wall next to the door leading to room #12 had a dry black streak. The middle of both door posts had a black streak which led to the floor. -The baseboard was loose behind the toilet -The tiled floor around the toilet had black dirt. -The inside of the sink was dirty with a brown ring of dirt		Bathroom painted Baseboard repaired Floors cleaned	5.19.15
	Observation of room #11 on 5/5/15 at 12:24 p.m. revealed: -The bottom of one wall had streaks of paint missing.		Wall painted	5.19.15
	Interview with a resident who lived in room #11 on 5/5/15 at 12:26 p.m. revealed: -Housekeeping cleaned the room and the bathroom daily. -The floors were mopped daily. -Housekeeping had cleaned the room on 5/5/15 -The resident did not have any concerns with the cleanliness of her room or the facility.		Floor service for hallway floors	5.19.15
	Observation of the left hall of residents' rooms on 5/5/15 at 12:33 p.m. revealed the floor had black dirt and scum on the floor and baseboards.			
	Observation on 5/5/15 at 12: 33 p.m. revealed the Housekeeper was mopping the hallway floors.			
	Observation of room #8 on 5/5/15 at 12:38 p.m. revealed: -There was a hole in one corner of the floor			
	Interview on 5/5/15 at 12:39 p.m. with a resident of room #8, revealed: -Housekeeping cleaned the room and the bathroom daily. -The resident did not have any concerns about			

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{D 074}	Continued From page 2	{D 074}		
	the cleanliness of the facility.			
	Observation of the shared bathroom between rooms #7 and #8 on 5/5/15 at 12:45 p.m revealed the wall behind the toilet had peeled paint in many areas		Bathroom painted	5.19.15
	Observation of room #1 on 5/5/15 at 12:49 p.m. revealed: -Three walls had multiple brown stains - Paint was peeling above the baseboards. -The baseboards had brown stains		Room painted	5.31.15
	Observation of the shared bathroom between rooms #5 and #6 on 5/5/15 at 12:58 p.m. revealed: -The wall above the toilet had peeling paint. -The bottom of the posts on both doors leading to rooms #5 and #6 had black dirt. -The floor tiles and the baseboards had black dirt and brown stains in the corners.		Bathroom painted tiles & baseboard cleaned	5.19.15 5.19.15
	Observation of room #5 on 5/5/15 at 12:54 p.m. revealed: -The wall around the air conditioner had pieces of the wall missing. -The tiled floor had brown stains		Wall repaired around A/C unit Floor cleaned	5.31.15
	Observation of room #3 on 5/5/15 at 1:05 p.m. revealed: -The tiled floor behind the entrance door had black and brown dried stains. -The baseboards had gray dried stains.			
	Observation of the shared bathroom between rooms #3 and #4 on 5/5/15 at 1:07 p.m. revealed: -The baseboards and adjacent floor tiles had black dirt. -The wall behind the toilet and the wall on the right side of the toilet had multiple finger prints in		Bathroom painted tiles & baseboard cleaned	5.19.15

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{D 074}	Continued From page 3	{D 074}		
	black ink and brown stains on the walls.			
	Observation of room #4 on 5/5/15 at 1:10 p.m. revealed: -One of the white ceiling panels had caved down. -The floor tiles had black dried stains near the headboard and under the air conditioner. -The ceiling tile squares were a yellowed to dingy gray color. -The metal support strips for the ceiling tiles were dotted with rust.		Replaced ceiling tile Tiles cleaned Wall painted	5.7.15 5.19.15
	Observation on 5/5/15 at 1:15 p.m. of the bathroom between rooms #20 and #21 at 1:13 p.m. on 5/5/15 revealed: -A loose floor base board -Dirty tile flooring with brown to black colored stains at the corners and along the wall edges. -Brown stains around the base of the toilet -A rusted toilet paper holder. -All walls needed painting. -The ceiling tile squares were a yellowed to dingy gray color. -The metal support strips for the ceiling tiles were dotted with rust.		Bathroom painted floors cleaned baseboard cleaned toilet paper holder changed	5.19
	Observation on 5/5/15 at 1:16 p.m. of the shared bathroom between rooms #18 and #19 revealed: -Dirty tile flooring with brown to black colored stains at the corners and along the wall edges. -All walls needed painting. -The ceiling tile squares were a yellowed to dingy gray color. -The metal support strips for the ceiling tiles were dotted with rust		Bathroom painted tile floors + baseboards cleaned	5.19.15
	Observation on 5/5/15 at 1:19 p.m. of the shared bathroom between rooms #16 and #17 revealed: -Dirty brown to black colored stains on the flooring tile and edges of baseboard.		tile + baseboards cleaned	5.19.15

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{D 074}	Continued From page 4	{D 074}		
	-A large blackened flooring section behind the toilet. -A rusted toilet paper holder. -All walls were dingy and needed painting. -The ceiling tile squares were a yellowed to dingy gray color. -The metal support strips for the ceiling tiles were dotted with rust.		Bathroom painted toilet paper holder replaced	5.19.15
	Observation on 5/5/15 at 1:22 p.m. of the shared bathroom between rooms #14 and #15 revealed: -Dirty brown stained flooring. -Rust on the wall below the sink. -Caulking at the back edge of the sink needed replacing. -Peeling paint above the toilet and on the wall beside the toilet. -All walls were dingy and needed painting. -The ceiling tile squares were a yellowed to dingy gray color -The metal support strips for the ceiling tiles were dotted with rust.		Bathroom painted	5.19.15
	Observation on 5/5/15 at 1:25 p.m. of the shared bathroom between rooms #9 and #10 revealed: -Dirty brown stained flooring. -All walls needed painting. -The ceiling tile squares were a yellowed to dingy gray color. -The metal support strips for the ceiling tiles were dotted with rust.			
	Observation on 5/5/15 at 1:28 p.m. of the centrally located resident Shower Rooms revealed the following: - In the shower room on the left hall: -There were dark smudges on the walls, and loose wallboard beside the toilet -There were rusted metal support strips for the ceiling tiles.		Bathroom painted Wallboard repaired	5.19.15

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	-The shower curtain was hanging from rusted metal hooks. -The shower had moldy tile caulking, and rust in the corners. -The sink had rusted, uneven edges, all around the sink bowl base and had rusted metal piping below. -The tub had a round water temperature fixture that was covered with a hardened light green substance, a handle that would not turn to cut on the water, and a rusted handicapped handrail along the wall around the front of the tub		Shower curtains Replaced	5.19.15
			Sinks and faucets replaced	6.1.15
	-In the shower room on the right hall: -The floor had dark brown dingy stains all around the wall edges, tub, and shower -The uneven wall edge tiles had broken caulking and were discolored. -The ceiling had rusted metal strips supporting the ceiling tiles -The toilet paper holder was rusted. -The toilet had black marks on the outside of the bowl and base. -The door edges were scarred, with peeling loose veneer and were dark with stain. -The door frame base was separating from the wall, had black colored caulking at the floor.		Bathroom painted toilet paper holder replaced	5.19.15
			Door repaired	5.30.15
	Interview with the Administrator on 5/5/15 at 11:55 a.m. revealed: -The Administrator had hired a repairman to work on repairs, but she did not have a contract for his services. -The Administrator had a receipt for supplies and handwritten documentation of repairs. -The repairman had been working in the shower room on the left hall, and will return to caulk and repaint the shower room on the right hall. -The repairman was working slowly on all the repairs.			

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{D 074}	Continued From page 6 -The ceiling tiles have been replaced. Continued interview on 5/5/15 at 4:50 p.m. with the Administrator revealed: -The repairman who was working on the updates was way behind because of personal issues. -The work was still in progress, and the repairman was currently working on the bathrooms. -The repairman will be returning tomorrow to do some more work. - It will take the repairman several more visits to get the work done. -The ceiling tiles were all done, but she will have the sagging ceiling tiles in room #4 replaced first thing tomorrow.	{D 074}		
{D 113}	10A NCAC 13F .0311(d) Other Requirements 10A NCAC 13F .0311 Other Requirements (d) The hot water system shall be of such size to provide an adequate supply of hot water to the kitchen, bathrooms, laundry, housekeeping closets and soil utility room. The hot water temperature at all fixtures used by residents shall be maintained at a minimum of 100 degrees F (38 degrees C) and shall not exceed 116 degrees F (46 7 degrees C). This rule applies to new and existing facilities. This Rule is not met as evidenced by: UNABATED TYPE B VIOLATION Based on observation, interview and record review, the facility failed to assure hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116	{D 113}		

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{D 113}	Continued From page 7 degrees F for 7 of 10 fixtures (7 sinks) located in the resident shared bathrooms, and 4 of 5 fixtures (2 sinks, 1 shower, and 1 bathtub) located in the community shower rooms. The findings are: Observations during the tour of the facility from 12noon to 2:00p.m. on 5/5/15 revealed "CAUTION HOT WATER" signs were posted on the walls by the sink in all 10 shared bathrooms, in the 2 community shower rooms, and in the 2 visitor lavatories. Observation on 5/5/15 revealed the following hot water temperatures: -At 12:15 p.m., the sink in the community shower room on the left side of the facility was 120 degrees F. -At 12:20 p.m., the sink in the community shower room on the right side of the facility was 130 degrees F. -At 12:20 p.m., the bathtub in the community shower room on the right side of the facility was 130 degrees F. -At 12:20 p.m., the shower in the community shower room on the right side of the facility was 130 degrees F. -At 12:40 p.m., the shared bathroom sink between rooms # 3 and #4 was 124 degrees F. -At 12:50 p.m., the shared bathroom sink between rooms #1 and #2 was 124 degrees F. -At 1:00 p.m., the shared bathroom sink between rooms #11 and #12 was 124 degrees F -At 1:10 p.m., the shared bathroom sink between rooms #14 and #15 was 124 degrees F. -At 1:20 p.m., the shared bathroom sink between rooms #16 and #17 was 120 degrees F. -At 1:30 p.m., the shared bathroom sink between rooms #18 and #19 was 120 degrees F.	{D 113}	Plumber adjusted water temperature (100°-116°) Temps. being monitored. Log being kept.	5.7.15

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{D 113}	Continued From page 8 -At 1:40 p.m., the shared bathroom sink between rooms #20 and #21 was 124 degrees F. -At 1:50 p.m., the sink in the male visitor's lavatory was 122 degrees F. -At 1:50 p.m., the sink in the female visitor's lavatory was 124 degrees F. Interview with a resident who lived in Room #8 on 5/5/15 at 12:25 p.m., revealed: -The water was too hot in the community shower rooms -The water was too hot for him in the shared bathroom sink between rooms #7 and #8. -The resident knew to add cold water when using the shared bathroom sink between rooms #7 and #8. -The resident had never been burned by the hot water Interview with a resident who lived in Room #10 on 5/5/15 at 12:30 p.m., revealed: -The water was hot but not too hot, as far as she knew -The resident needed help when using the bathrooms. -A Personal Care Aide (PCA) added cold water when assisting her in using the shared bathroom sink between rooms #9 and #10 and the community shower rooms. -The resident had never been burned by the hot water. Interview with a resident who lived in Room #2 on 5/5/15 at 12:50 p.m., revealed: -The water is hot but liked it that way. -The resident added cold water when using the shared bathroom sink between rooms #1 and #2. -The resident had never been burned by the hot water	{D 113}		

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{D 113}	Continued From page 9 Interview with a resident who lived in room #11 on 5/5/15 at 1:00 p.m. revealed: -"Yes, the water is too hot" in the shared bathroom sink of Rooms #11 and #12. -"I have to add cold water all the time." -The resident had never been burned by the hot water Interview with a resident who lived in Room #17 on 5/5/15 at 1:20 p.m. revealed: -The water is too hot in the shared bathroom sink between rooms #16 and #17. -"I always add cold water - I like warm water, not hot." -The resident had never been burned by the hot water. Interview with a resident who lived in Room #20 on 5/5/15 at 1:40 p.m. revealed: -The water is always too hot, some days are worse than others. - "It doesn't bother me too much, I know how to adjust it by turning on the cold water at the same time". -"I always add cold water" when using the shared bathroom sink between rooms #20 and #21. -The resident had never been burned by the hot water Interview with a Housekeeper at 1:35 p.m. on 5/5/15 revealed: -There were no problems with hot water in the facility. -Most residents knew how to adjust hot water by adding cold water to it -Residents with dementia were taken care of by the facility aides. -Residents with health problems, like poor eyesight or unable to walk, were taken care of by the facility aides.	{D 113}		

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{D 113}	Continued From page 10 -The "CAUTION HOT WATER" signs had been posted for years, they were never taken down. Interview with a PCA on 5/5/15 at 1:50 p.m revealed: -No residents had complained to her about the water temperatures. -The resident's care plan told her which residents needed assistance with bathing, toileting, and personal hygiene where residents may come in contact with hot water. -The facility PCAs and Medication Aides (MAs) adjusted water temperatures in the bathrooms before the "heavy care" and disoriented residents used the showers and sinks. -She asked residents if they wanted their hot water hot, lukewarm, or cooler. -If the hot water was not too hot for her, she adjusted it Interview with an MA, on 5/5/15 at 2:00 p.m. revealed: -No residents had complained to her about the water temperatures. -To her knowledge, no residents had been burned or injured by hot water temperatures. -Facility PCAs and MAs adjusted hot water temperatures for residents when assisting heavy care residents and dementia residents with bathing and personal hygiene. -She sometimes adjusted the hot water temperature by adding cold water, when the water was uncomfortable for her. Interview on 5/5/15 at 2:05 pm with the Administrator revealed: -She was surprised the hot water temperatures in the resident bathrooms were high (over 116 degrees). -The CAUTION HOT WATER signs had been up	{D 113}		

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{D 113}	Continued From page 11	{D 113}		

years, ever since the facility was cited for high hot water temperatures about seven years ago, per her estimate.
-She kept the CAUTION HOT WATER signs posted all the time for resident safety.
-No residents had complained to her about too-hot water, and there had not been any injuries
-Water temperatures should not be over 116 degrees F.
-She has kept a water temperature log since January 2015.
-A plumber had been called to fix the high hot water temperatures in January 2015.
-She called her plumber again to check the water system and hot water temperatures this afternoon, on 5/5/15.

Interview on 5/5/15 at 3:30p.m. with the plumbing contractor revealed:
-He had made several visits to the facility since January 2015, to repair the facility's plumbing system.
-He calibrated the thermometers of the facility, the surveyor and his company. All three thermometers read 32 degrees F when held in ice water.
-The system was flushed and the hot water temperature was adjusted to 108 degrees F.
-He stated he checked and adjusted the mixing valve.
-He stated he needed to come back and recheck the hot water system, most likely the mixing valve could need further adjustment.
He stated he calibrated his thermometer and the owner's thermometer, both read 32 degrees F in ice water and 108 degrees F in the hot water of one of the community bathroom sinks.
- The plumber stated he did not routinely monitor the facility's water heater.

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{D 113}	Continued From page 12 -He only came when the owner contacted him needing repairs. -He stated the owner told him she monitored hot water temperatures, and called him when there was a problem. Recheck of the hot water in the sinks of both community bathrooms and in room #20 registered 108 degrees F on the surveyor's thermometer at 3:45 p.m. on 5/5/15. Review of documentation of repairs to the hot water system provided by the Administrator on 5/5/15 at 3:50 p.m. revealed: -On 2/23/15, the facility mixing valve was replaced. -On 3/12/15, the facility recirculating pump was replaced. On 3/24/15, the facility's leaking water main was repaired. On 3/30/15, the facility's backflow preventer was rebuilt. Interview with the Administrator on 5/5/15 at 4:00p.m. revealed: -On 1/30/15, the Administrator checked the sink in the left hall community shower room and one of two visitor bathrooms. She called the plumber that day, as the visitor bathroom registered 124 degrees F. -From 1/31/15 to 3/11/15, the Administrator checked 1 sink in one of the community shower rooms plus another sink in the residents' shared bathrooms. -From 3/12/15 to 4/30/15, the Administrator checked one hot water fixture each week. -The room numbers of the sinks that were checked were not documented Review of the facility's hot water temperature	{D 113}		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: B WING	(X3) DATE SURVEY COMPLETED
	HAL065011		R 05/05/2015

NAME OF PROVIDER OR SUPPLIER: SHERWOOD MANOR REST HOME

STREET ADDRESS CITY STATE ZIP CODE: 1605 ROBINHOOD ROAD WILMINGTON, NC 28401

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{D 113}	Continued From page 13 logon 5/5/15 at 4:00p.m. revealed: -The room numbers of the sinks that were checked were not documented. -The Administrator checked hot water temperatures at 9:30a.m. and at 3:00p.m. from 1/30/15 through 3/11/15, one fixture in the morning and another fixture in the afternoon. Review of the facility's hot water temperature log revealed: -On 1/19/15, one of 2 fixtures checked registered 119 degrees F. -On 2/5/15, one of 2 fixtures checked registered 118 degrees F. -On 2/10/15, one of 2 fixtures checked registered 120 degrees F. -On 2/18/15, one of 2 fixtures checked registered 120 degrees F. -On 2/27/15, one of 2 fixtures checked registered 118 degrees F. -On 3/10/15, one of 2 fixtures checked registered 118 degrees F. Continued review of the facility hot water temperature log revealed: -The facility owner checked hot water temperatures once weekly at one sink beginning 3/12/15 through 4/30/15. -The room numbers of the sinks that were checked were not documented. -All hot water temperatures documented were with the allowed range of 100-116 degrees F. Further interview with the Administrator at 4:15p.m. on 5/5/15 revealed: -She planned to check the hot water sink temperatures in the 10 resident shared bathrooms and the two community shower rooms twice daily for two weeks. -She would document the room numbers and	{D 113}		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A BUILDING: B WING	(X3) DATE SURVEY COMPLETED
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{D 113}	Continued From page 14	{D 113}		
	dates when she made the hot water checks. -She would follow up on any needed repairs, as recommended by the plumbing contractor. _____ The Administrator provided a Plan of Protection for all residents, effective 5/5/15: -CAUTION HOT WATER signs will to be posted next to all hot water fixtures used by residents. -The plumber was called immediately. -The plumber adjusted the hot water temperature. -The plumber rechecked all hot water faucets, water temperatures were in the acceptable range (100 - 116 degrees F). -The Administrator will check the hot water temperatures in the 2 large community shower rooms and in 2 shared resident bathrooms daily for 2 weeks -If the temperatures are in the normal range, checks will drop to weekly monitoring. -The Administrator has determined the facility will be in compliance by May 7, 2015.			
{D912}	G.S. 131D-21(2) Declaration of Residents' Rights	{D912}		
	G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observation and interview the facility failed to assure residents received care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to hot water			

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A BUILDING: _____ B WING _____	(X3) DATE SURVEY COMPLETED
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{D912}	Continued From page 15 temperatures. The findings are: Based on observation, interview and record review, the facility failed to assure hot water temperatures were maintained at a minimum of 100 degrees Fahrenheit (F) to a maximum of 116 degrees F for 7 of 10 fixtures (7 sinks) located in the resident shared bathrooms, and 4 of 5 fixtures (2 sinks, 1 shower, and 1 bathtub) located in the community shower rooms. [Refer to Tag D113, 10A NCAC 13F .0311 (d). (Unabated Type B Violation)]	{D912}		

RECEIVED
1 2015
ADULT CARE
LICENSURE SECTION
CENTER

SHERWOOD MANOR REST HOME, INC.
1605 ROBIN HOOD ROAD
WILMINGTON, NORTH CAROLINA 28401
(910) 762-9531 (910) 762-9544 FAX: (910) 762-5497

5-29-15

Monitoring: Housekeeping & Furnishings –
Housekeepers will clean all bathrooms, mop floors, clean walls, when needed, daily.
Monitored by Chris Hughes, administrator, to see that walls, floors kept clean and in good repair.

Monitoring: Maintaining Hot Water Temperatures
Weekly monitoring of water temperature in the 2 large bathrooms and 2 residents room bathrooms. Water temperature range 100°F – 116°F.
Monitoring by Chris Hughes, administrator

Chris Hughes
administrator
5-29-15