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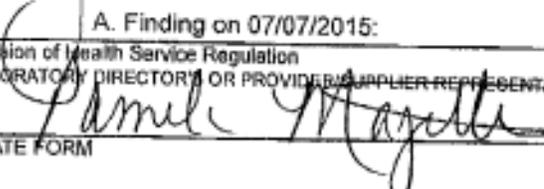
Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL066011</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/07/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RICH SQUARE MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>400 N MAIN STREET RICH SQUARE, NC 27869</b>
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(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
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C 000	<p><b>Initial Comments</b></p> <p>Report of a Complaint Investigation by Billy S. Bryant and Greg Cates conducted on 07/07/2015.</p> <p>Records indicate this facility was first licensed or submitted for licensure on 01/31/1997 as a HA. The facility is currently licensed as a 32 Bed Special Care Unit. Therefore the facility was surveyed for conformance with the applicable portions of the 2005 Rules for Licensing of Adult Care Homes of Seven or More Beds and applicable portions of the 1996 (1997 Revision) Edition of the North Carolina Building Code(s), Institutional Occupancy and the 1996 Rules for Licensing of Adult Care Homes of Seven or More Beds in effect at the time of initial licensure.</p> <p>The complaint stated concerns regarding the some general and some specific environmental and living conditions in the facility.</p> <p>The complaint was substantiated.</p>	C 000	<p style="text-align: center; font-size: 24px; opacity: 0.5;">CONSTRUCTION SECTION AUG 12 2015 RECEIVED</p>	
C 160	<p><b>Outside Premises-Clean, Safe</b></p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0305 PHYSICAL ENVIRONMENT</p> <p>(m) The requirements for outside premises are: (1) The outside grounds of new and existing facilities shall be maintained in a clean and safe condition;</p> <p>This Rule is not met as evidenced by: I. Based on observation the exterior of the facility is not maintained in good repair. Exterior construction is damaged and in need of repair.</p> <p>A. Finding on 07/07/2015:</p>	C 160		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Executive Director	(X6) DATE 8/12/2015
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C 160	Continued From page 1  1. Exterior - On both sides of the entrance the paint is peeling off the railing and bottom rail of the railing on the left is damaged.  2. Outside the Dining Area - A support post for the fence is falling causing the fence to lean over.  3. Building South Wing - The fascia trim for the gable is loose.	C 160	Both side of the railing will be painted. The damage railing on the left side will be repaired. Estimated completion date: 9/13/2015.  The support post for the fence will be repaired. Estimated completion date: 9/13/2015.  The fascia trim for the gable will be repaired. Estimated completion date: 9/13/2015.	
C 164	Housekeeping and Furnishings-Clean, Repaired  SECTION .0300 - PHYSICAL PLANT 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; (2) have no chronic unpleasant odors; (3) have furniture clean and in good repair; (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: I. Based on observation that facility has not maintained the facility furnishings in good repair as evidenced by marred and and damaged furniture and furnishings that require repair or replacement.  A. Findings on 07/07/2015: 1. Living Area a. The sofa's frame spring supports have failed and are no longer providing support. b. A chair has torn upholstery.  2. Room #1 - The window sill laminate finish is delaminating.	C 164	An order is being placed for replacement of sofa's and chairs. Estimated completion date: 9/13/2015  The window sill laminate finish will be repaired. Estimated completion date: 9/13/2015	

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C 164	Continued From page 2 3. Room #2 - The window blind is damaged. 4. Room #3 - A pull knob for the dresser drawer is missing. 5. Room #5 - The window blinds are damaged. 6. Room #6 a. The dresser drawer is damaged and a pull knob for the dresser drawer is missing. b. The door to the wall mounted medicine cabinet will not remain closed. 7. Room #8 - The window blind is damaged. 8. Room #12 a. The window curtain is damaged. b. The night stand is damaged and one of the drawers is missing its pull knob. 9. Room #15 a. The dresser drawer is damaged. b. The headboard for the bed is damaged. 10. Dining Room - The serving table plastic laminate finish is delaminating from the serving table. 11. Nurses' Station a. The plastic laminate finish is delaminating from the countertop. b. The counter drawers are damaged. c. The drawers have missing pull knobs or handles. 12. Community Bath Adjacent to Room #8 - The latching mechanism is missing on the toilet stall partition. 13. Primary Care Manager's Office - The laminate	C 164	Window blind will be replaced. Estimated completion: 9/13/2015  The Dresser will be replaced. Estimated completion date: 9/13/2015  Window blind will be replaced. Estimated completion date: 9/13/2015  The Dresser will be replaced. Estimated completion date: 9/13/2015  The door to wall mounted medicine cabinet will be repaired. Estimated completion date: 9/13/2015  The window blind will be replaced. Estimated completion date: 9/13/2015    The dresser and headboard will be replaced Estimated completion date: 9/13/2015  The serving table plastic laminate will be replaced. Estimated completion date: 9/13/2015  The plastic laminate will be replaced. Estimated completion date: 9/13/2015  The drawer and pull knobs will be repair or repaired. Estimated completion date: 9/13/2015  The latching mechanism will be reinstalled. Estimated completion date: 9/13/2015	

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C 164	Continued From page 3 finish is detaching at the corner of the cabinet.  II. Based on observation that facility has not maintained the facility walls, ceilings and floors in good repair and clean as evidenced by damages, marred surfaces and floors that require maintenance, or repair or cleaning.  A. Findings on 07/07/2015: 1. Conference Room a. The carpet is stained. b. The return air grille is clogged with dust.  2. Room #3 - The bathroom wall below the water closet's grab bar is damaged.  3. Room #4 a. The floor is discolored by excessive wax build up. b. The ceiling is stained. c. The bathroom floor is stained. d. Wall tiles are missing under the sink in the bathroom.  4. Room #5 - There is a hole in the wall at the missing towel bar.  5. Room #7 a. The wall paint is peeling at the bottom of the wall under the sink. b. The bathroom floor is stained at the base of the water closet.  6. Room #8 - The ceiling is stained.  7. Community Bath Adjacent to Room #8 a. Wall tiles are missing in both shower stalls. b. The ceiling is damaged above the water closet stall.	C 164	The laminate will be replaced. Estimated completion date: 9/13/2015  The carpet will be professionally cleaned or replaced. Estimated completion date: 9/13/15 Grill will be cleaned. 8/15/2015  The grab bar will be replaced. Estimated completion date: 9/13/2015  The floor be cleaned to eliminate wax buildup. Estimated completion date: 9/13/2015 Ceiling will be painted. Bathroom floor will be cleaned. Missing wall tiles will be replaced. Estimated completion date: 9/13/2015  The hole will be sealed with UL rated Fire caulk. Estimated completion date: 9/13/2015  The wall will be repainted. Floor will be cleaned at the base of the water closet. Estimated completion date: 9/13/2015  Ceiling will be painted. Estimated completion date: 9/13/2015  The wall tiles will be installed, the damage ceiling will be repaired. Estimated completion date: 9/13/2015	

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C 164	Continued From page 4  8. Living Area - The carpet is stained.  9. Primary Care Manager's Office - The flooring wall base is missing at the cabinet and another section of the base is detaching from the wall.  10. Nourishment Center - The wall at the sink has damage caused by the removal of a wall mounted fixture.  11. Nurses' Station Med Closet a. The wall at the sink has damage caused by the removal of a wall mounted fixture. b. The ceiling is stained at the HVAC register.  12. Staff Lounge a. The floor base board has detached from the wall at the soda vending machine. b. The ceiling is stained around the supply air register.  13. Dining Room - The walls and doors are marred and scuffed.  14. Laundry a. The floor is covered with laundry cleaning powder residue. b. The exhaust fan grille is completely clogged with dust.  15. Corridor - In some areas the perimeter edges of the corridor floor are discolored due to wax build-up.  16. Facility Wide - The resident and other rooms' door frames are scarred, scuffed and the paint has been scratched down to bare metal.	C 164	Wall base will be reinstall. Estimated completion date: 9/13/2015  Wall will be repaired. Estimated completion date: 9/13/2015  The wall will be repaired. Ceiling will be painted Estimated completion date: 9/13/2015  Base molding will be reattached. Ceiling will be painted. Estimated completion date: 9/13/2015  Walls will be repainted. Estimated complete date: 9/13/2015  The floor will be clean and exhaust fan grille will be cleaned. Estimated completion date: 9/13/2015  Wax build up will be cleaned up. Estimated completion date: 9/13/2015  Resident and other rooms/door frames will be repainted. Estimated completion date: 9/13/2015	

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C 164	Continued From page 5  III. Based on observation the facility has not been kept in good repair as evidenced by by doors that are damaged or are in need of repair so they will function correctly.  A. Findings on 07/07/2015 1. Room #1 - One closet's bi-fold doors is missing the top roller for the door track and will not close. 2. Room #2 - One of the closets is missing its door. 3. Room #3 - One of the closet's bi-fold doors is missing the top roller for the door track and will not close. 4. Room #7 - One of the closet's bi-fold doors is missing the top roller for the door track and will not close. 5. Room #8 - The resident's bathroom door lockset hardware is broken. 6. Room #9 - One of the closet doors is missing. 7. Room #10 - The closet's door pull knobs are broken. 8. Room #11 - One of the closet's bi-fold doors is missing the top roller for the door track and will not close. 9. Room #12 - One of the closet's bi-fold door's bottom pivot rods is detached from its pivot and the door is off its track and will not function. 10. Room #15 - One of the closet's bi-fold doors is missing the top roller for the door track and will not close.	C 164	All closet bi-fold doors will be repaired. Estimated completion date: 9/13/2015	

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C 164	Continued From page 6  11. Room #16 a. One of the closet's bi-fold doors is missing the top roller for the door track and will not close. b. One of the closet's door's pull knob is broken.  12. Community Bath Adjacent to Room #8 - The latching mechanism is missing on the toilet stall partition. Community Bath b. The shower stall handicapped seat support bracket is broken.  13. Laundry - The door wood surface facing is damaged and delaminating.	C 164	All bi-fold doors will be repaired. Estimated completion 9/13/2015  The latching mechanism for toilet stall partition and the shower stall handicapped seat support will be repaired. Estimated completion date: 9/13/2015  The door will be replaced or repaired if possible. Estimated completion date: 9/13/2015	
C 166	Housekeeping-Maintained Free of Hazards  SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (a) Adult care homes shall: (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: I. Based on observation the facility is not free from a hazards.  A. Finding on 07/07/2015: 1. Conference Room - There is a floor mounted door stop installed approximately 24" away from the wall that is a tripping hazard.	C 166	The floor mounted door stop will be taken up. Estimated completion date: 8/20/2015	
C 173	Housekeeping-Bedroom Furnishings, Bed  SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND	C 173		

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C 173	Continued From page 7  <b>FURNISHINGS</b> (b) Each bedroom shall have the following furnishings in good repair and clean for each resident: (1) A bed equipped with box springs and mattress or solid link springs and no-sag innerspring or foam mattress. Hospital bed appropriately equipped shall be arranged for as needed. A water bed is allowed if requested by a resident and permitted by the home. Each bed shall have the following: (A) at least one pillow with clean pillow case; (B) clean top and bottom sheets on the bed, with bed changed as often as necessary but at least once a week; and (C) clean bedspread and other clean coverings as needed; (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: I. Based on observation the facility did not meet the requirement for providing a clean bedspread and in good repair.  A. Finding on 07/07/2015: 1. Room #11 - The bedspread was stained and dirty.	C 173	House keeping has been in serviced to make sure all items are clean.	8/11/2015
C 174	Bedroom Furnishings-Table, Mirror, Chairs  <b>SECTION .0300 - PHYSICAL PLANT</b> <b>10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS</b> (b) Each bedroom shall have the following furnishings in good repair and clean for each resident: (2) a bedside type table; (3) chest of drawers or bureau when not	C 174		

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C 174	Continued From page 8  provided as built-ins, or a double chest of drawers or double dresser for two residents; (4) a wall or dresser mirror that can be used by each resident; (5) a minimum of one comfortable chair (rocker or straight, arm or without arms, as preferred by resident), high enough from floor for easy rising; (6) additional chairs available, as needed, for use by visitors; (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: I. Based on observation the facility has not provided all the required furnishings in the resident rooms.  A. Finding on 07/07/2015: 1. Room #10 - The only chairs in the room for the resident's use are two lawn type chairs.  2. Additional chairs for use by visitor's were not available for the residents rooms.	C 174	An order for replacement furniture is being worked on.  Estimated completion date: 9/13/2015	
C 175	Bedroom Furnishings-Clean Towel, Towel Bar  SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0306 HOUSEKEEPING AND FURNISHINGS (b) Each bedroom shall have the following furnishings in good repair and clean for each resident: (7) individual clean towel, wash cloth and towel bar in the bedroom or an adjoining bathroom; and (e) This Rule shall apply to new and existing facilities.  This Rule is not met as evidenced by: I. Based on observation the facility has not met	C 175		

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C 175	<p>Continued From page 9</p> <p>the requirement for a towel bar for each resident as the rooms are configured for two residents to a room and there are missing towel bars or only one towel bar in the room.</p> <p>Findings on 07/07/2015:</p> <p>A. The following rooms have damaged or missing towel bars.</p> <ol style="list-style-type: none"> <li>1. Room #5 - The towel bars are missing.</li> <li>2. Room #6 - The towel bars are missing.</li> <li>3. Room #2 - The towel bar is detaching from the wall.</li> <li>4. Room #8 - The towel bars are missing.</li> <li>5. Room #11 - The towel bars are missing.</li> </ol>	C 175	Towel bars will be replaced and/or repaired. Estimated completion date: 9/13/2015	
C 189	<p>Building Equipment Maintained Safe, Operating</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS</p> <p>(a) The building and all fire safety, electrical, mechanical, and plumbing equipment in an adult care home shall be maintained in a safe and operating condition.</p> <p>(k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities.</p> <p>This Rule is not met as evidenced by:</p> <p>I. Based on observation the facility has failed to maintain and keep fire alarm and fire safety systems safe and operating. Fire alarm and safety systems that may not properly function could effect occupants in the facility in the event</p>	C 189		

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C 189	Continued From page 10 of a fire.  A. Findings on 07/07/2015: 1. Room #4 - The sprinkler heads in the closets are completely covered with tape. Note: Corrected while the surveyor was on site.  2. Mechanical Room - The holes in the sampling tube for the duct smoke detector are covered with dust.  II. Based on observation the facility has failed to keep fire safety systems operating properly by not maintaining doors so that they will completely close and latch. Doors that do not completely close and latch could effect all occupants of the facility by not containing smoke or fire in the area of its origin.  A. Finding on 07/07/2015: 1. Room #6 - The door will not completely close due to the door stile rubbing against the frame.  2. Room #8 - The door to the corridor will not completely close due to the edge of the door contacting the door frame.  3. Community Bath Adjacent to Room #8 - The bath door to the corridor will not fully close and latch.  III. Based on observation the facility has failed to maintain fire resistant rated systems as evidenced by hole or gaps in the construction. Holes or gaps in fire resistant rated construction could effect all occupants of the facility by not containing smoke or fire in the area of its origin.  A. Findings on 07/07/2015:	C 189	Corrected. Duct smoke detectors will be cleaned. Estimated completion date: 8/14/2015  Room #6 door will be repaired. Estimated completion date: 8/20/2015  Room #8 door will be repaired. Estimated completion date: 8/20/2015  The bath door will be repaired. Estimated completion date: 8/20/2015	

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(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
C 189	Continued From page 11  1. Staff Lounge - There is a gap in the fire resistant rated ceiling where the HVAC grille is detached from the ceiling.  2. Life Enrichment - There are gaps in the fire resistant rated ceiling where the two HVAC grilles have detached from the ceiling.  IV. Based on observation the facility has failed to keep electrical equipment maintained or in safe operating order as evidenced by electrical equipment and components that require repair.  A. Findings on 07/07/2015: 1. Room #6 - The light over the room sink was not working. Note: Corrected while the surveyor was on site.  2. Room #9 - The room's light fixture is not working.  3. Room #10 - The wall mounted light fixture above the sink is missing its globe.  4. Room #15 a. The wall mounted light fixture above the sink is not working. b. The cover for the thru wall HVAC unit's power outlet is missing and the electrical wiring is exposed.  5. Primary Care Manager's Office a. The cover for the thru wall HVAC unit's power outlet is missing, the outlet box is covered with clear tape and electrical wiring is not capped. b. A power strip is being used as an extension cord and is hanging from an elevated electrical wall outlet.	C 189	The gap in the fire resistant rated ceiling will be repair with UL rated fire caulk. Estimated completion date: 8/20/2015  The gaps in the fire resistant ceiling will be repaired with UL rated fire caulk Estimated completion date: 9/14/2015  Light fixtures in Rooms: 6, 9, 10, and 15 will be repaired. Estimated completion date: 9/13/2015  The cover will be reinstalled. Estimated completion date: 8/18/2015  The PTAC unit electrical will be repaired. Estimated completion date: 8/18/2015  The power strip has been removed.	8/12/2015

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C 189	<p>Continued From page 12</p> <p>6. Exterior Electrical Generator - The generator is not in working condition.</p> <p>7. Corridor</p> <p>a. The electrical outlet cover plate adjacent to the South Hall cross corridor doors is too small and does not cover the outlet wall box.</p> <p>b. The ceiling mounted light fixture is not working.</p> <p>c. The ceiling mounted light fixture adjacent to room 16 is missing its lens.</p> <p>8. Staff Lounge - A ceiling light fixture is missing two fluorescent tube lights and its lens.</p> <p>9. Supply Room - The GFCI at the sink did not function when tested.</p> <p>10. Conference Room - The lens for the ceiling mounted light fixture is detached and in danger of falling.</p> <p>V. Based on observation the facility has failed to keep plumbing and mechanical equipment in operating condition as evidenced by plumbing and HVAC equipment that requires repair.</p> <p>A. Findings on 07/07/2015:</p> <p>1. Living Area - The thru wall HVAC unit is not working.</p> <p>2. Room #7 - The water closet is leaking around its base.</p> <p>3. Room #16 - The water closet is leaking out from under its base.</p> <p>4. Kitchen - The ice machine condensate drain is piped down into the floor drain instead of the required 2" minimum above the drain.</p>	C 189	<p>We are reviewing the generator as to can it be repaired or was it their for the original building that was taken down 5 to 6 years ago. Estimated completion date: 9/13/2015 The electrical cover plate will be replaced. Estimated completion date: 9/13/2015</p> <p>Both Ceiling mounted light fixtures will be replaced. Estimated completion date 9/13/15</p> <p>The two fluorescent tube lights will be installed. Estimated completion date: 9/13/2015</p> <p>Supply room GFCI will be replaced. Estimated completion date: 9/13/2015</p> <p>The light fixture will be replaced. Estimated completion date 8/18/2015</p> <p>The PTAC unit will be repaired or replaced. Estimated completion date: 9/13/2015</p> <p>The water closet has been repaired.</p> <p>The water closet has been repaired.</p> <p>The ice machine condensation drain will be 2" minimum above the drain. Estimated completion date: 9/13/2015</p>	<p>8/12/2015</p> <p>8/12/2015</p>

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C 189	<p>Continued From page 13</p> <p>5. Staff Lounge - The wall mounted sink is loose</p> <p>6. Laundry - The exhaust duct connections for the clothes dryers are joined with duct tape.</p> <p>7. Men's Visitor's Restroom - The water closet is very loose and no longer firmly secured to the floor.</p> <p>8. Women's Visitor's Restroom - The water closet is leaking around its base at the floor.</p> <p>9. The exterior cover for the living area thru-wall HVAC unit has detached from the unit.</p> <p>VI. Based on observation, the facility does not have a fully functional and operating call system. An operating call system is required in order for residents to notify staff in the event of an emergency in their rooms.</p> <p>A. Finding on 07/07/2015:</p> <p>1. Room #15 - The call buttons are missing.</p> <p>2. A random selection and test of the call system showed some corridor call lights did not function.</p> <p>3. Some lights on the call indicator panel at the nurses' station did not function properly when tested.</p>	C 189	<p>Wall mounted sink will be repaired. Estimated completion date: 9/13/2015</p> <p>The exhaust duct work will be replaced. Estimated completion date: 9/13/2015</p> <p>The water closet will be repaired: Estimated completion date: 9/13/2015</p> <p>The water closet has been repaired.</p> <p>The exterior cover will be reattached. Estimated completion date: 8/18/2015</p> <p>We have contacted Secure Solutions to help repair Nurse Call System. Estimated completion date: 9/13/2015</p>	8/12/2015
C 199	<p>Exhaust Ventilation</p> <p>SECTION .0300 - PHYSICAL PLANT 10A NCAC 13F .0311 OTHER REQUIREMENTS (g) The spaces listed in this Paragraph shall be provided with exhaust ventilation at the rate of two cubic feet per minute per square foot. This</p>	C 199		

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C 199	<p>Continued From page 14</p> <p>requirement does not apply to facilities licensed before April 1, 1984, with natural ventilation in these specified spaces:</p> <p>(1) soiled linen storage;</p> <p>(2) soil utility room;</p> <p>(3) bathrooms and toilet rooms;</p> <p>(4) housekeeping closets; and</p> <p>(5) laundry area.</p> <p>(k) This Rule shall apply to new and existing facilities with the exception of Paragraph (e) which shall not apply to existing facilities.</p> <p>This Rule is not met as evidenced by:</p> <p>1. Based on observation the facility has not met the requirement as evidenced by rooms without functioning exhaust fans where required. Failure to have the rooms properly exhausted could lead to odors being present in the rooms or areas adjacent to the rooms.</p> <p>A. Findings on 07/07/2015:</p> <p>1. Room #2 - The exhaust fan is not working in the resident's bathroom.</p> <p>2. Janitor's Closet - The exhaust fan is not working.</p> <p>3. Room #15 - The exhaust fan is not working in the resident's bathroom.</p> <p>4. Staff Lounge - The exhaust fan is not working.</p> <p>5. Supply Room - There is a hopper sink in the room but the room does not have a working exhaust fan.</p>	C 199	<p>All exhaust fans will be inspected and if not working will be repair or replaced. Estimated completion date: 9/13/2015</p>		