

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HAL09B023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____	(X3) DATE SURVEY COMPLETED  R-C 08/04/2015
NAME OF PROVIDER OR SUPPLIER  WILSON HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 1800 MARTIN LUTHER KING JR. PARKWAY WILSON, NC 27893		
(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 000)	Initial Comments  This Report is of a Followup Complaint survey done by Bob Getchell on August 4, 2015  The followup survey revealed that all deficiencies have not been corrected, therefore a new plan of correction is required.	(C 000)	CONSTRUCTION SECTION SEP 10 2015 RECEIVED	
(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: 1- Based on observations, the facility has failed to maintain the facility in a clean manner.  Findings on 5-12-15  a- Live bed bugs and/ or signs of bed bugs were found present in the following resident rooms at the beginning of August 2015, to include but not limited to: 1- Room 210 2- Room 209 3- Room 205  b- The rooms are in need of a thorough cleaning in order to aid in the detection of pests  Findings on 8-4-15  Record review indicates the last treatment for bed	(C 166)		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Baltimore Wilson*

TITLE *Admin*  
Executive Director

(X6) DATE  
9/9/2015

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HAL098023	(X2) MULTIPLE CONSTRUCTION A. BUILDING: 01  B. WING: _____	(X3) DATE SURVEY COMPLETED  R-C 08/04/2016
NAME OF PROVIDER OR SUPPLIER  WILSON HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 1800 MARTIN LUTHER KING JR. PARKWAY WILSON, NC 27893		
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{C 106}	Continued From page 1 bugs was performed on 7-21-15. An inspection on 7-27-15 found no pest activity.  The facility has not been 30 days without observing bedbugs, or signs of bedbug activity.	{C 106}	We have In serviced our House Keeping employees as to what must be done to assure we have no bedbug activity. Attached is Meridian Seniors Bed Bug Protocol, and Steritech's (our bed bug treatment company) Bed Bug Guarantee. Utilizing the Meridian's bed bug protocol and Steritech's guarantee we should not incur a bed bug infestation.	



# Steritech®

BED BUG PROGRAM FOR THE HOSPITALITY INDUSTRY

## SLEEPEASY® GUARANTEE

Steritech's SleepEasy® Bed Bug Program solves bed bug problems. By combining inspections, treatment, training, and high-quality mattress and box spring encasements, the SleepEasy program helps you keep your guests safe from bed bugs and protects your reputation.

### SAY GOODNIGHT TO BED BUGS, GUARANTEED

No matter which of Steritech's treatment programs you choose, you can rest easy. Our Guarantee means your bed bug problem is solved – or we make it right. If bed bugs are reintroduced into a treated room, we immediately re-treat to eliminate the problem at no charge to you.

Steritech guarantees that if you experience any bed bug issues in the treated room(s) within 90 days of the initial bed bug service, we will re-treat the room(s) for free.

### IMMEDIATE RESPONSE. WE'RE A PHONE CALL AWAY, ANY DAY, ANY TIME

Steritech provides service response 24 hours a day, 7 days a week, 365 days a year. We respond to all service requests by telephone within 2 hours.

### CONDITIONS

Steritech will honor the terms of this Guarantee provided the following conditions are met:

- (a) Client pays for all services by the due date;
- (b) Client follows recommendations and corrects documented structural, storage and sanitation deficiencies that contribute to pest activity;
- (c) All areas within the covered premises are made accessible to Steritech for inspection and service;
- (d) All rooms adjacent to the treated room(s) are inspected by Steritech;
- (e) Conventional treatment requires a hold time of 14 - 21 days before room release and that infested furnishings be discarded;
- (f) Thermal Chamber treatments have a 24-hour release period and occasionally may require heavily infested furnishings to be discarded;
- (g) When required, re-treatments are performed using the same treatment type used during the initial or regular service;
- (h) Only rooms treated by Steritech for bed bugs are covered by this Guarantee.

Notwithstanding anything contained in any other document or agreement, this Guarantee represents the full extent of Steritech's SleepEasy® Bed Bug Program Guarantee and the liabilities related to it. No further warranties, liabilities, or protections are implied or agreed to and Steritech affirmatively disclaims liability to Client and all others for consequential and/or incidental damages in any way related to Steritech's services or products related to bed bugs.

## Meridian Senior Bed Bug Protocols

Updated: May 20, 2014

The following Protocols are to be followed to control and prevent spread of bed bug infestations.

If a room is identified with bed bugs it must be confirmed with pest control that it is in fact a bed bug infestation – *always secure a sample in a sealed baggie with time and date written on the sealed baggie for confirmation*

Until it is confirmed the following steps must be completed for the safety and wellbeing of the residents and to prevent spread throughout the facility:

- **Do not allow** other residents, visitors or staff to be sitting/socializing on furniture in the suspected room or spending time in the suspected area
- When removing sheets or clothing in the suspected room, *carefully remove bedding handling items so as to they do not come in contact with staff clothing and carefully place bedding or residents clothing immediately into bags and tie the bag closed.* Please do not flip/sling the bedding or clothing around.
- Immediately carry bag to the laundry, place the bag inside the dryer and *carefully empty* the items in the bag into the dryer. Dry on high heat for at least 20 minutes. *Do not leave bags sitting* in the laundry as bugs may crawl out of the bags and infest the laundry area which will then create transfer throughout the facility
- *Immediately seal the bag inside another bag and carry bag out of facility to the dumpster.*
- Clothing from the suspected room is to be treated in the same manner
- *Laundry vents must be vacuumed out and cleaned thoroughly after treating contaminated items* in the laundry area. Wipe down laundry area with the vinegar solution
- **DO NOT MOVE RESIDENT OR THEIR BELONGINGS to another room** within the facility as this creates cross contamination. *Keep the resident and all their belongings in the same room.*
- The suspected room must be cleaned thoroughly. Beds must be taken apart and vacuumed crack and crevice and cleaned thoroughly with 1 cup of white vinegar to 1 gallon warm water solution and isolated until pest control can treat. The detailed cleaning needs to be done within the room except for the laundry items that are bagged using the procedure above and taken to the laundry.
- Pictures, purses, personal items must all be cleaned including walkers, wheelchairs. All items related to the suspected room must be treated, no exceptions!!!
- **Housekeeping must clean these areas daily in detail.** This means thoroughly vacuuming and wiping down all surfaces to include baseboards, furniture (inside and out), beds, closets, pictures, personal items. Crack and crevice of beds, other furniture, walls, and closets. Bed Bug eggs will stick to surfaces and cross contaminate if items are carried freely around the building. *Purses, wallets, bags etc. that the Resident carries daily are no exception. They must be secured from the Resident and cleaned daily.*
- If vacuum cleaner has a bag it **MUST** be removed and sealed into trash bags within the contaminated area or the openings must be sealed with plastic bags before moving the vacuum to other areas in the facility. If not a bag vacuum system, it must be cleaned thoroughly before using in any other part of the facility.
- **DO NOT SPRAY pesticides or other detergents around outlets, baseboards etc. – they do not work and will create infestations within the walls. This manifests the problem ten-fold and creates higher expense for treatment.**

- ***Residents in the suspected area must be bathed daily to include washing of hair.*** Bugs and Eggs can be found in residents hair especially braided hair or weaves. Wigs can also be infested and must be treated.
- ***Hallways that the resident frequents must be vacuumed thoroughly throughout the day.***
- ***Common areas that the resident sits in must be vacuumed and cleaned thoroughly each time the resident visits those areas.*** This is to include crack and crevice cleaning and wipe down of all surfaces in the area with the vinegar solution.
- ***Staff will be safe if they follow these protocols and do not get items up against them.*** They can vacuum off their clothing if items do come in contact with their clothing during the process or carry a clean change of clothes to change into after working in the suspected area. Clothing that they remove must be sealed and placed into a dryer on high heat to prevent spread or carrying the bugs home with them.
- ***Pesticides will not eliminate the problem.*** High heat treatment and deep cleaning by pest control professionals will eliminate the problem
- ***Family and visitors bringing items into the building must report to staff upon arrival. Clothing should be put into a high-heat dryer as above. Only new furniture that has been thoroughly inspected prior to being brought into the building!!!***