

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 065211	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/06/2024
NAME OF PROVIDER OR SUPPLIER Fairacres Manor, Inc.		STREET ADDRESS, CITY, STATE, ZIP CODE 1700 18th Ave Greeley, CO 80631	

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)
<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.</p> <p>Based on observations, record review and interviews, the facility failed to ensure menus were followed to meet the residents nutritional needs.</p> <p>Specifically, the facility failed to:</p> <ul style="list-style-type: none"> -Follow the weekly menu to ensure adequate nutrition was provided to the residents; and, -Ensure Resident #38 and Resident #10 were provided with the correct mechanically altered diet. <p>Findings include:</p> <p>I. Failure to follow the weekly menu to ensure adequate nutrition was provided to the residents</p> <p>A. Observations and record review</p> <p>Review of the menu and the menu extensions for the 6/3/24 lunch meal revealed that 2% (percent) milk was to be served.</p> <p>On 6/3/24 the lunch service was observed during a continuous observation in the main and rear dining rooms, beginning at 10:50 a.m. and ending at 11:58 p.m.</p> <p>-The dietary aides in the main and rear dining rooms did not offer residents milk as a beverage during the observation period, but offered soda and juice instead.</p> <p>Review of the menu and menu extensions for the 6/3/24 dinner meal revealed that a side of tartar sauce was to be served to all residents and 2% milk was to be served</p> <p>The altered texture menu extension revealed residents receiving altered diet textures were to receive pasta salad in place of the regular menu's potato chips.</p> <p>On 6/3/24 the dinner service was observed during a continuous observation in the kitchen, beginning at 4:30 p.m. and ending at 6:25 p.m.</p> <p>Observations revealed the following:</p> <ul style="list-style-type: none"> -Only one resident was served a side of tartar sauce; and, <p>(continued on next page)</p>

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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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-Cook (CK) #1 served a scoop of mashed potatoes to the minced and moist, soft and bite-sized and puree altered diet textures as a substitute for the potato chips on the regular menu instead of the pasta salad that was to be served.</p> <p>The 6/3/24 dinner service was observed during a continuous observation in the main and rear dining rooms, beginning at 4:45 p.m. and ending at 5:50 p.m.</p> <p>The dietary aides in the main and rear dining rooms did not offer residents milk as a beverage during the observation period, but offered soda and juice instead.</p> <p>-Menu nutritional information was requested from the regional dietary consultant (RDC) on 6/5/24 at 4:05 p.m. but was not received by the survey exit date on 6/6/24.</p> <p>B. Resident group interview</p> <p>On 6/4/24 at 3:05 p.m. a group interview was conducted with three residents (#15, #42 and #21) who frequently attended monthly resident council meetings and were identified as interviewable by the facility and assessment.</p> <p>All residents in attendance said they only received milk at meals when they asked for it and that no alternative dairy products were offered in place of milk.</p> <p>All residents in attendance said menu items changed without informing the residents, and the residents would not know what they would be eating until it was served.</p> <p>C. Staff interviews</p> <p>Dietary aide (DA) #2 was interviewed on 6/3/24 at 5:45 p.m. DA #2 said the dietary aides asked residents what they wanted to drink. DA #2 said she was not told if a beverage was on the menu. DA #2 said dietary aides did not offer alternatives if a resident did not select milk as their beverage during meals.</p> <p>The registered dietitian (RD) was interviewed on 6/4/24 at 2:05 p.m. The RD said everything on the menu needed to be served. The RD said milk was offered to residents but they did not have to take it.</p> <p>-However, observations revealed residents were not offered a choice of milk during the meals (see observations above).</p> <p>The RDC was interviewed on 6/5/24 at 4:05 p.m. The RDC said tartar sauce was never given during meals, especially not for menu items like tuna melt sandwiches.</p> <p>-However, tartar sauce was listed on the menu for the 6/3/24 dinner meal (see record review above).</p> <p>II. Failure to ensure residents were served the correct mechanically altered diets</p> <p>A. Professional reference</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The International Dysphagia Diet Standardization Initiative (IDDSI) altered texture diet information, revised 7/31/2019, was retrieved on 6/12/24 from www.iddsi.org/IDDSI/media/images/Complete_IDDSI_Framework_Final_31July2019.pdf. It read in pertinent part, For level six soft and bite sized texture, no regular dry bread, sandwiches or toast of any kind.</p> <p>Level five minced and moist texture meat should be finely minced or chopped. (Pieces of meat should be) equal to or less than four millimeters in width and no more than 15 millimeters in length. Serve in mildly, moderately or extremely thick, smooth, sauce or gravy.</p> <p>B. Facility policy and procedure</p> <p>The Therapeutic Diets policy, revised 4/2023, was provided by the nursing home administrator (NHA) on 6/6/24 at 11:34 a.m. It read in pertinent part, Therapeutic diets must be prescribed by the attending physician.</p> <p>When a therapeutic diet is ordered, it is served correctly. Therapeutic diets are physician orders and must be followed.</p> <p>C. Observations and record review</p> <p>Review of the altered texture menu extensions for the 6/3/24 dinner meal revealed residents receiving altered diet textures were to receive tuna and noodles which had been food processed instead of the regular texture tuna melt sandwich.</p> <p>On 6/3/24 the dinner service was observed during a continuous observation in the kitchen, beginning at 4:30 p.m. and ending at 6:25 p.m.</p> <p>At 5:40 p.m. cook (CK) #1 prepared Resident #38's meal, which included a regular texture tuna melt sandwich served between two pieces of toasted plain white bread.</p> <p>Upon prompting, the registered dietitian (RD) removed the sandwich from Resident #38's plate and replaced it with the soft and bite-sized textured meal item (see menu extension above).</p> <p>At 5:50 p.m. dietary aide (DA) #1 prepared Resident #10's meal, which included a deli ham and cheese sandwich served between two pieces of toasted plain white bread. The ham was sliced deli meat and was not mechanically altered.</p> <p>Upon prompting the RD removed the sandwich from Resident #10's plate and it was replaced with a sandwich with minced and moist meat.</p> <p>-However, without prompting Resident #38 and Resident #10 would have been served a regular texture meal.</p> <p>D. Staff interviews</p> <p>The RD was interviewed on 6/3/24 at 5:40 p.m. The RD said Resident #38 could not have bread due to her prescribed diet texture of soft and bite sized.</p> <p>(continued on next page)</p>		

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<p>F 0803</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>The RD said the sandwich originally made for Resident #10 did not have the correct texture of meat within the sandwich.</p> <p>The RD was interviewed again on 6/4/24 at 2:05 p.m. The RD said there was a three point system to ensure residents got the correct diet texture that started with the cook, followed by the dietary aide, then the certified nurse aide (CNA) that served the resident's food. The RD said she frequently watched the kitchen tray line and saw the kitchen staff follow the mechanically altered diet orders.</p> <p>The RD was interviewed again on 6/5/24 at 9:13 a.m. The RD said she provided education on 6/5/24 (during the survey) to the kitchen staff on the IDDSI diet textures. The RD said her education emphasized that residents with an IDDSI texture less than seven could not receive bread products.</p> <p>The regional dietary consultant (RDC) was interviewed on 6/5/24 at 4:05 p.m. The RDC said soft and bite-size diet textures should have food pieces approximately 15-17 millimeters in size. The RDC said some residents could tolerate bread and serving bread products was left to the decision of the RD.</p> <p>Licensed practical nurse (LPN) #2 was interviewed on 6/6/24 at 11:24 a.m. LPN #2 said she had not received any education on altered diet textures and what they included. LPN #2 said altered textures prevented aspiration and choking risks for residents with difficulty swallowing. LPN #2 said Resident #38 had issues with swallowing.</p> <p>The speech language pathologist (SLP) was interviewed on 6/6/24 at 12:02 p.m. The SLP said the facility transitioned to IDDSI diet texture structures in October 2023. The SLP said residents often received downgrades in diet textures due to issues with dentition, mentation and of ease of swallowing.</p> <p>The SLP said Resident #38 was ordered for an altered texture diet on 6/8/23 and changed to a soft and bite-size texture diet on 10/16/23. The SLP said bread products were deemed safe for Resident #38 because she was on an IDDSI level six diet, but that the sandwich should have been cut up into pieces 1.5 to 2 inches in size.</p> <p>The SLP said if the cooks and dietary aides did not provide the residents with the correct diet texture it could potentially result in choking, occlusion or aspiration pneumonia. The SLP said he had not done a formal speech evaluation for any of the residents on altered texture diets as they had not had any incidents that indicated they needed an evaluation.</p> <p>The SLP said Resident #10 had issues with his dentition. The SLP said Resident #10 was prescribed to receive an altered meat texture on 5/24/23. The SLP said any kind of meat that was not ground was fibrous and therefore more difficult to chew. The SLP said whenever residents had dentition issues he wanted to make sure things were not getting stuck. He said Resident #10 had not had any choking incidents. The SLP said there were no indicators that Resident #10 would have issues chewing deli slices of meat, but that meat should be ground up because it was easier for him to chew.</p> <p>IV. Performance improvement plan</p> <p>A performance improvement plan and subsequent root cause analysis, initiated 3/15/24, was received from the NHA on 6/6/24 at 11:34 a.m. It read in pertinent part: Problem: Therapeutic diets not followed. Root cause: staff not checking therapeutic menu.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>Based on observations, record review and interviews, the facility failed to ensure food was prepared, distributed and served under sanitary conditions in the kitchen.</p> <p>Specifically, the facility failed to:</p> <ul style="list-style-type: none"> -Ensure safe holding temperatures for food items were maintained; -Ensure kitchen staff wore appropriate hair restraints when preparing and serving food to residents; and, -Ensure kitchen staff handled ready-to-eat foods in an appropriate sanitary manner to prevent cross contamination. <p>Findings include:</p> <p>I. Maintain safe holding temperatures for food items</p> <p>A. Professional reference</p> <p>The Colorado Retail Food Establishment Regulations, effective 3/16/24, were retrieved on 6/10/24 from https://cdphe.colorado.gov/environment/food-regulations. It revealed in pertinent part,</p> <p>Time/temperature control for safety food cold holding shall be maintained at 5 degrees Celsius (C) (41 degrees Fahrenheit) or less.</p> <p>Time/temperature control for safety food that is cooked to a temperature and for a time specified under &sect;&sect; 3-401.11 - 3-401.13 and received hot shall be at a temperature of 57 degrees C (135 degrees Fahrenheit) or above.</p> <p>According to the product guidelines for MedPass Fortified Nutritional Shake, retrieved on 6/11/24 from https://www.hormelhealthlabs.com/resources/for-healthcare-professionals/product-protocols/med-pass-fortified-nutritional-shake-medication-pass-program/,</p> <p>MedPass products can safely remain on a medication cart as long as it is kept at refrigerated temperature range 34 to 40 degrees F.</p> <p>Cover, label and refrigerate opened containers of MedPass products and discard after four days as long as the product has been kept at the proper refrigerated temperature range.</p> <p>According to the product guidelines for ReadyCare Nutritional Drink, retrieved on 6/11/24 from https://lyonsreadycare.com/collections/unintended-weight-loss/products/vanilla-2-0,</p> <p>Shelf Life: 9 (nine) months from date of manufacture. Refrigerate after opening and use within 72 hours.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>B. Facility policy</p> <p>The Food Wholesomeness: Procurement, Storage, Preparation and Service Sanitary Conditions Policy, dated 1/2024, was provided by the NHA on 6/6/24 at 11:34 a.m. It read in pertinent part,</p> <p>Cold foods are kept between 34 to 41 degrees Fahrenheit F before serving and frozen foods are kept at 0 degrees F or below. Hot foods are cooked to above 165 degrees F or per USDA (United States Department of Agriculture) Food Code and held at least 140 degrees F until service.</p> <p>C. Observations</p> <p>On 6/3/24 at 5:04 p.m. initial temperatures were taken of food items that were to be served to residents during dinner service.</p> <p>A tuna melt sandwich, previously heated and meant to be served hot, had a temperature of 133.1 degrees F.</p> <p>Two trays of garden salad were checked for temperatures. One tray, which was sitting on ice on the serving line, had a temperature of 45.5 degrees F. The other tray, which was taken from the refrigerator, had a temperature of 48.9 degrees F.</p> <p>A slice of cheesecake had a temperature of 44.7 degrees F.</p> <p>On 6/4/24 temperatures of food items kept at the nurses' medication carts were obtained. Each medication cart had a small cooler with ice in it. The lid for the cooler on each cart was not able to be closed due to the height of the nutritional supplement bottles inside the coolers.</p> <p>At 1:20 p.m., on the Sagewood wing medication cart, the MedPass nutritional supplement measured 59 degrees F and the ReadyCare nutritional supplement measured 68 degrees F.</p> <p>-The temperatures of both nutritional supplements were above the safe temperature parameter for cold foods of 41 degrees F or less.</p> <p>At 1:27 p.m. on the Pinebrook wing medication cart, the ReadyCare nutritional supplement measured 62 degrees F.</p> <p>-The temperatures of the nutritional supplement was above the safe temperature parameter for cold foods of 41 degrees F or less.</p> <p>D. Staff interviews</p> <p>The nutrition services director (NSD) was interviewed on 6/3/24 at 5:04 p.m. The NSD said the ideal holding temperature for hot foods was 165 degrees F.</p> <p>The NSD was interviewed again on 6/4/24 at 1:20 p.m. The NSD said cold foods should stay under 41 degrees F and food items kept on the medication carts should be below 41 degrees F. The NSD said the kitchen staff had no involvement preparing or maintaining the medication carts' coolers.</p> <p>(continued on next page)</p>

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Registered nurse (RN) #1 was interviewed on 6/4/24 at 1:25 p.m. RN #1 said the facility nurses prepared the coolers for the medication carts at the start of each shift. RN #1 said the nurses did not have any thermometers at their station aside from the ones used to obtain vitals and she had not taken any temperatures of the food items kept on the medication carts.</p> <p>II. Ensure kitchen staff were wearing appropriate hair restraints while preparing and serving food</p> <p>A. Professional reference</p> <p>The Colorado Retail Food Establishment Regulations, effective 3/16/24, were retrieved on 6/10/24 from https://cdphe.colorado.gov/environment/food-regulations. It revealed in pertinent part: Food employees shall wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food, clean equipment, utensils, and linens.</p> <p>B. Facility policy</p> <p>The Food Wholesomeness: Procurement, Storage, Preparation and Service Sanitary Conditions Policy, dated 1/2024, was provided by the NHA on 6/6/24 at 11:34 a.m. It read in pertinent part,</p> <p>Staff always wear proper clothing and footwear, preferably uniforms, and hair restraints on.</p> <p>C. Observations</p> <p>On 6/3/24 [NAME] (CK) #1 was observed during a continuous observation of the dinner service, beginning at 4:30 p.m. and ending at 6:25 p.m. CK #1 was preparing and serving food for residents throughout the observation period.</p> <p>-CK #1 had a goatee and mustache and he was not wearing a beard net throughout the observation period.</p> <p>D. Interviews</p> <p>The registered dietitian (RD) was interviewed on 6/4/24 at 2:05 p.m. The RD said kitchen staff members with facial hair should wear beard nets. The RD said CK #1 was normally clean-shaven and she had not noticed his facial hair was longer.</p> <p>III. Inappropriate handling of ready-to-eat foods</p> <p>A. Professional reference</p> <p>The Colorado Retail Food Establishment Regulations, effective 3/16/24, were retrieved on 6/10/24 from https://cdphe.colorado.gov/environment/food-regulations. It revealed in pertinent part, Food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment.</p> <p>B. Facility policy</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The Food Wholesomeness: Procurement, Storage, Preparation and Service Sanitary Conditions Policy, dated 1/2024, was provided by the NHA on 6/6/24 at 11:34 a.m. It read in pertinent part: Bare hands do not touch ready to eat foods.</p> <p>C. Observations</p> <p>The 6/3/24 dinner service was observed during a continuous observation, beginning at 4:30 p.m. and ending at 6:25 p.m. At several points throughout the observation period, CK #1 touched hamburger buns with his bare hands after handling tray cards and serving utensils.</p> <p>Additionally, CK #1 was observed using his bare hands to shift potato chips to the side of the plates to make room for the garden salad on several occasions.</p> <p>-At 5:45 p.m., dietary aide (DA) #1 was preparing sandwiches during the dinner service. DA #1, with bare hands, untied a bag of bread, pulled out two slices of bread with her hand, closed the bread bag and held the bread with her bare hands as she cut it with a knife.</p> <p>-DA #1 proceeded to place the bread, still with her bare hands, onto a plate.</p> <p>-DA #1 had been touching tray cards, a cart at the end of the tray line and serving utensils prior to touching the bread with her bare hands.</p> <p>At 6:25 p.m. DA #1 again took bread from the bread bag with her bare hands and placed it on a plate. DA #1 added egg salad, then placed another piece of bread on top of the sandwich with her bare hands.</p> <p>-Again, DA #1 had been touching tray cards, a cart at the end of the tray line, and serving utensils prior to touching the bread with her bare hands.</p> <p>D. Staff interview</p> <p>The RD was interviewed on 6/4/24 at 2:05 p.m. The RD said she had not seen staff handling ready-to-eat foods with their bare hands. The RD said ready-to-eat foods should be handled with tongs.</p>		