

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: PCH010008	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 10/09/2025
NAME OF PROVIDER OR SUPPLIER CHAPTERS LIVING OF CANTON		STREET ADDRESS, CITY, STATE, ZIP CODE 125 RIVERSIDE TERRACE CANTON, GA 30114	
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{0000}	<p>Opening Comments.</p> <p>The purpose of this visit was to investigate intake #GA50004762. The investigation began on 10/9/25, an onsite visit was made on 10/9/25, and the investigation was completed on 10/9/25.</p>		
{1001} SS= D	<p>111-8-62-.10(1) Staffing.</p> <p>Homes licensed for less than 25 beds must maintain a minimum on-site staff to resident ratio of one awake direct care staff person per 15 residents during waking hours and one awake direct care staff person per 25 residents during non-waking hours where the residents have minimal care needs. Homes licensed for 25 or more beds must maintain an average monthly minimum on-site staff to resident ratio of one awake direct care staff person per 15 residents during waking hours and one awake direct care staff person per 20 residents during non-waking hours. Average monthly minimum staffing levels shall be calculated and documented by the home using methods and forms specified by the department. Notwithstanding the above requirements, all homes must staff above these minimum on-site staff ratios to meet the specific residents' ongoing health, safety and care needs.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on record review, interview and observation, the facility failed to maintain the required minimum on-site staff to resident ratio. The facility failed to ensure there was adequate staff to meet the needs of the residents which included at a minimum one awake direct care staff person per 15 residents during waking hours, and one awake direct care staff person per 20 residents during non-waking hours for a home licensed for more than 25 beds.</p> <p>The findings included:</p>		

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	<p>Record review revealed the facility was licensed for 110 residents and a census of 82 during the on-site survey.</p> <p>Record review of the daily staff assignment sheets for September 1, 2025 through October 8, 2025 showed the minimum staffing requirements were not met for 39 out of 39 days reviewed for staffing numbers.</p> <p>Record review of the staff schedule for September and October showed the schedule did not match the daily staff assignment sheets.</p> <p>Record review of the facility census showed the memory care unit had 28 residents, and assisted living had 54 residents.</p> <p>On 10/9/25 at 8:30 a.m., a tour of of the memory care center showed 1 resident assistant and 1 medication technician was working day shift at the time of the survey. Residents appeared disheveled, dishes were stacked on a tray and residents were not out of bed.</p> <p>On 10/9/25 at 8:40 a.m., a tour of the assisted living community showed 1</p>		

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	<p>medication technician, and 2 resident assistants were working day shift at the time of the survey</p> <p>On 10/9/25 at 8:45 a.m., Staff AA stated there is not enough staff to take care of everyone. Staff AA stated we need at least 3 staff in memory care. Staff AA stated most of our residents require 2 person assist. Staff AA stated it takes both of us to get each resident up because they cant do a lot for themselves.</p> <p>On 10/9/25 at 8:55 a.m., during an interview Staff BB stated there was only 2 staff working in memory care today.</p> <p>On 10/9/25 at 10:00 a.m., during an interview Staff A stated we staff with 1 medication technician, and 2 resident assistants all the time in the assisted living. Staff A stated he/she thought the state ratio was 1 staff person to 25 residents, and since their residents have minimal care needs they did not need additional staff.</p> <p>On 10/9/25 at 10:31 a.m., observation of the main dining room showed there was still dirty dishes on the tables left over from breakfast, the tables had not been cleared from breakfast or wiped off in preparation of lunch.</p>		

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	<p>On 10/9/25 at 11:40 a.m., a construction worker was observed to motion for the dietary aide to assist a resident in the hallway where construction was being done. No care staff were visible in the hallways or dining room. The dietary aide stated he/she did not know where the staff person was but that the resident needed assistance and wandered into the construction area being done in the hallway.</p> <p>On 10/9/25 at 11:45 a.m., Resident # 6 refused to sit at his/her table for lunch because he/she stated he/she was not going to sit next to the table covered in dirty breakfast dishes and pointed to trash on the floor. He/she stated they need more staff. One person working in the dining room was not enough to take residents' food orders, set and clean tables, serve food was not adequate.</p> <p>On 10/9/25 at 11:47 a.m., observation of the dining room noted residents arriving for lunch. A resident was observed attempting to maneuver her walker to the table but was stuck, another resident assisted him/her. Another resident was blocking the isle with his/her wheelchair. There was no care staff in the dining area.</p> <p>On 10/9/25 at 11:55 a.m., during an interview Staff B stated someone should be in the dining room but 1 staff was pulled to memory care to help them, and another staff person was tied up in a residents room.</p>		

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	<p>On 10/9/25 at 11:58 a.m., Resident #4 stated he/she had used the call pendant but no one responded to the call. He/she stated this has happened multiple times.</p> <p>On 10/9/25 at 12:00 p.m., Residents #1, #2, #3 stated there are not enough staff at the facility to help them when they need help.</p> <p>On 10/9/25 at 12:05 p.m., Resident #7 stated if he/she uses the call pendant it was hit or miss if someone responded.</p> <p>On 10/9/25 at 12:07 p.m., Staff A stated the daily assignment sheets are the most accurate and up to date record of staffing. The schedule is posted but may not be updated with call outs or changes.</p> <p>On 10/9/25 at 12:10 p.m., observation of the dining room noted there were 20 residents seated and waiting for lunch to be served. There was no dietary or care staff present to assist residents.</p>		

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