

Iowa Department of Inspections and Appeals
Health Facilities Division
Adult Services Civil Penalty Citation

Date: December 10, 2024
Program Name: Bickford Cottage Clinton
Address: 1150 13 th Ave. N Clinton, IA 52732
Type of Action: recert, 122918-I
Date(s) of Action: 10/28/24, 10/29/24
Citation #: 10686

State Rule #	State Rule	Amount of Civil Penalty
67.2(3)	<u>481—67.2(231B,231C,231D) Program policies and procedures, including those for incident reports.</u> <u>67.2(3) The program shall follow the policies and procedures established by the program.</u> Based on interview and record review, the program failed to follow the door alarm policy resulting in a delayed staff response following the elopement of 1 of 1 tenants reviewed who had eloped in the past 3 months (Tenant #1). Findings follow: Record review on 10/28/24 of a service plan dated 8/9/24 revealed Tenant #1 was diagnosed with depression and anxiety. She scored a 6 on the Global Deterioration Scale indicating severe cognitive decline. She used a wheeled walker which she would forget to use at times and had a history of falls. Tenant #1 became scared when she was alone, would begin to cry and was unable to console. An Incident Report dated 8/17/24 at 6:46 PM (written after the incident) revealed Staff A was sitting in the office during her break when someone rang the bell at the front door. The person (community member) at the door told Staff A there was a confused lady at the nearby Fareway grocery store. Staff A called for assistance and walked to the grocery store, followed by Staff B, where she found Tenant #1 in the parking lot, very confused. Tenant #1 had her glasses on and was fully dressed with shoes, but did not have her walker with her. Earlier that night after dinner, Tenant #1 had been carrying some of her things around looking for her car. Staff tried to calm her down to no avail. Tenant #1 received multiple behavioral medications earlier that afternoon to help with anxiety. A couple of minutes before the community member rang the doorbell, Staff A came out of the kitchen to find the front door alarm going off and Tenant C1 standing in the open doorway. No one else was around when Staff A looked to determine the reason for the alarm. A review of a Geofence Report revealed the Main Entrance door alarmed at 6:07 PM on 8/17/24. It took staff 2 minutes and 21 seconds to respond to Tenant C1 at the door. Tenant #1 wore a watch which periodically tracked her location in the building. Her location was last noted inside the building at 6:04 PM. Tenant #1 returned to the	\$3000.00

Iowa Department of Inspections and Appeals
Health Facilities Division
Adult Services Civil Penalty Citation

	building at 6:31 PM. She likely exited the building through the front door when it was opened at 6:07 PM. On 10/28/24 at 6:30 PM, Staff A recalled she came to the front of the building at 6:10 PM and heard the front door alarming. Tenant C1 was sunning herself in the doorway. Staff A's goal was to get Tenant C1 into the building. She peeked her head out the door, looking left and right. When she did not see anyone, she closed the door. A short time later, a community member came to the door and said one of their tenants might be at Fareway. Staff A followed the woman to the grocery store. Along the way, she found a pile of Tenant #1's belongings she had been carrying around with her earlier in the evening when she had been talking about wanting to leave to go "home." She found Tenant #1 standing with the community member's fiancée and a Fareway employee. Tenant #1 was crying and distressed. She was fully dressed in shoes, pants and a shirt. Tenant #1 did not have her walker, which she normally used. Her hair was messy which was unusual for her. Tenant #1 was wobbly on her feet. Staff B joined them in the parking lot and they assisted Tenant #1 back to the program. Tenant #1 was a little agitated when she returned to the building, but another tenant helped to calm her down. On 10/28/24 at 2:50 PM, Staff B recalled Tenant #1 and Tenant C1 were both exit-seeking the evening of 8/17/24. Tenant C1 was trying to help Tenant #1 go home by walking up to exit doors and trying to leave the building. Staff were able to redirect them away from the doors. Staff B and her co-workers got called away from the front area to respond to other tenants' call lights and Tenant C1 and Tenant #1 were left alone. Staff B heard the front door alarm go off and by the time she responded, Staff A was already at the door taking Tenant C1 back toward the living room. She did not see Tenant #1, but did not think anything about it because it was not unusual for her to wander off. Staff B later received a call from Staff A informing her Tenant #1 was at Fareway and needed help to get the tenant as she was crying and wobbly. When she arrived in the parking lot, Tenant #1 was crying, tired and appeared disheveled. When they put her to bed two hours later, Tenant #1 did not report any discomfort. It was cloudy and 74 degrees at the time of the incident according to Wunderground.com. It was likely Tenant #1 walked to the grocery store through a grassy lot connecting the two parking lots, although she could have taken a longer route via a sidewalk (0.3 miles). The program had an Unwitnessed Door Alarm policy. If a door alarm occurred and a staff member did not witness the events surrounding the alarm, staff were to check their pagers to determine what caused the alarm. The inside and outside areas surrounding the door must be visually searched immediately after an unwitnessed door alarm. Staff were to account for all tenants. On 10/28/24 at 2:40 PM, the Executive Director confirmed staff did not account for all tenants when the door alarm sounded at 6:07 PM on 8/17/24.	
--	--	--