

Electronically Delivered

April 12, 2024

Licensee

Well Care Health Services  
3600 73rd Avenue  
Brooklyn Park, MN 55429

RE: Project Number(s) SL39564015

Dear Licensee:

This is your **official notice** that you have been **granted your assisted living facility license**. Your license effective and expiration dates remain the same as on your provisional license. Your updated status will be listed on the license certificate at renewal and **this letter serves as proof** in the meantime. If you have not received a letter from us with information regarding renewing your license within 60 days prior to your expiration date, please contact us at (651) 201-5273 or by email at [Health.assistedliving@state.mn.us](mailto:Health.assistedliving@state.mn.us).

The Minnesota Department of Health completed an initial survey on March 14, 2024, for the purpose assessing compliance with state licensing statutes. At the time of the survey, the Minnesota Department of Health noted violations of the laws pursuant to Minnesota Statute, Chapter 144G.

The Department of Health concludes the licensee is in substantial compliance. State law requires the facility must take action to correct the state correction orders and document the actions taken to comply in the facility's records. The Department reserves the right to return to the facility at any time should the Department receive a complaint or deem it necessary to ensure the health, safety, and welfare of residents in your care.

#### STATE CORRECTION ORDERS

The enclosed State Form documents the state correction orders. The Department of Health documents state correction orders using federal software. Tag numbers are assigned to Minnesota state statutes for Home Care Providers. The assigned tag number appears in the far left column entitled "ID Prefix Tag." The state statute number and the corresponding text of the state statute out of compliance are listed in the "Summary Statement of Deficiencies" column. This column also includes the findings that are in violation of the state statute after the statement, "This MN Requirement is not met as evidenced by . . ."

In accordance with Minn. Stat. § 144G.31 Subd. 4, MDH may assess fines based on the level and scope of the violations; **however, no immediate fines are assessed for this survey of your facility**.

#### DOCUMENTATION OF ACTION TO COMPLY

Per Minn. Stat. § 144G.30, Subd. 5(c), the licensee must document actions taken to comply with the correction orders within the time period outlined on the state form; however, plans of correction are not required to be submitted for approval.

The correction order documentation should include the following:

- Identify how the area(s) of noncompliance was corrected related to the resident(s)/employee(s) identified in the correction order.

- Identify how the area(s) of noncompliance was corrected for all of the provider's residents/employees that may be affected by the noncompliance.
- Identify what changes to your systems and practices were made to ensure compliance with the specific statute(s).

#### **CORRECTION ORDER RECONSIDERATION PROCESS**

In accordance with Minn. Stat. § 144G.32, Subd. 2, you may challenge the correction order issued, including the level and scope, and any fine assessed through the correction order reconsideration process. The request for reconsideration must be in writing and received by the Department of Health within 15 calendar days of the correction order receipt date.

A state correction order under Minn. Stat. § 144G.91, Subd. 8, Free from Maltreatment is associated with a maltreatment determination by the Office of Health Facility Complaints. If maltreatment is substantiated, you will receive a separate letter with the reconsideration process under Minn. Stat. § 626.557.

To submit a reconsideration request, please visit:

<https://forms.web.health.state.mn.us/form/HRDAppealsForm>

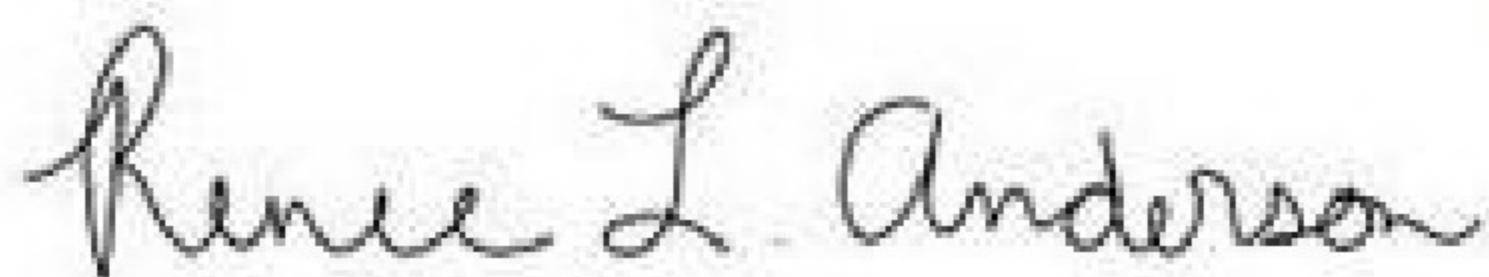
The MDH Health Regulation Division (HRD) values your feedback about your experience during the survey and/or investigation process. Please fill out this anonymous provider feedback questionnaire at your convenience at this link: <https://forms.office.com/g/Bm5uQEpHVa>. Your input is important to us and will enable MDH to improve its processes and communication with providers. If you have any questions regarding the questionnaire, please contact Susan Winkelmann at [susan.winkelmann@state.mn.us](mailto:susan.winkelmann@state.mn.us) or call 651-201-5952.

You are encouraged to retain this document for your records. It is your responsibility to share the information contained in the letter and state form with your organization's Governing Body.

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If you have any questions, please contact me.

Sincerely,



Renee Anderson, Supervisor  
State Evaluation Team  
Email: [renee.anderson@state.mn.us](mailto:renee.anderson@state.mn.us)  
Telephone: 651-201-5871 Fax: 1-866-890-9290

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## Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  39564	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  03/14/2024
NAME OF PROVIDER OR SUPPLIER  WELL CARE HEALTH SERVICES		STREET ADDRESS, CITY, STATE, ZIP CODE  3600 73RD AVENUE BROOKLYN PARK, MN 55429		
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0 000	<p>Initial Comments</p> <p>*****ATTENTION*****</p> <p>ASSISTED LIVING PROVIDER LICENSING CORRECTION ORDER(S)</p> <p>In accordance with Minnesota Statutes, section 144G.08 to 144G.95, these correction orders are issued pursuant to a survey.</p> <p>Determination of whether violations are corrected requires compliance with all requirements provided at the Statute number indicated below. When Minnesota Statute contains several items, failure to comply with any of the items will be considered lack of compliance.</p> <p>INITIAL COMMENTS: SL39564015-0</p> <p>On March 11, 2024, through March 14, 2024, the Minnesota Department of Health conducted a full survey at the above provider, and the following correction orders are issued. At the time of the survey, there were four (4) residents, all of whom received services under the Provisional Assisted Living Facility license.</p>	0 000	<p>Minnesota Department of Health is documenting the State Licensing Correction Orders using federal software. Tag numbers have been assigned to Minnesota State Statutes for Assisted Living License Providers. The assigned tag number appears in the far left column entitled "ID Prefix Tag." The state Statute number and the corresponding text of the state Statute out of compliance is listed in the "Summary Statement of Deficiencies" column. This column also includes the findings which are in violation of the state requirement after the statement, "This Minnesota requirement is not met as evidenced by." Following the surveyors' findings is the Time Period for Correction.</p> <p>PLEASE DISREGARD THE HEADING OF THE FOURTH COLUMN WHICH STATES, "PROVIDER'S PLAN OF CORRECTION." THIS APPLIES TO FEDERAL DEFICIENCIES ONLY. THIS WILL APPEAR ON EACH PAGE.</p> <p>THERE IS NO REQUIREMENT TO SUBMIT A PLAN OF CORRECTION FOR VIOLATIONS OF MINNESOTA STATE STATUTES. The letter in the left column is used for tracking purposes and reflects the scope and level pursuant to 144G.31 Subd. 1, 2 and 3.</p>	
0 480 SS=F	<p>144G.41 Subd 1 (13) (i) (B) Minimum requirements</p> <p>(13) offer to provide or make available at least the following services to residents: (B) food must be prepared and served according</p>	0 480		

Minnesota Department of Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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0 480	<p>Continued From page 1</p> <p>to the Minnesota Food Code, Minnesota Rules, chapter 4626; and</p> <p>This MN Requirement is not met as evidenced by: Based on observation, interview, and record review, the licensee failed to ensure food was prepared and served according to the Minnesota Food Code.</p> <p>This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety) and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has the potential to affect a large portion or all the residents).</p> <p>The findings include:</p> <p>Please refer to the document titled, Food and Beverage Establishment Inspection Report (FBEIR) dated March 12, 2024, for the specific Minnesota Food Code violations. The Inspection Report was provided to the licensee within 24 hours of the inspection.</p> <p>TIME PERIOD FOR CORRECTION: Please refer to the FBEIR for any compliance dates.</p>	0 480		
0 680 SS=F	<p>144G.42 Subd. 10 Disaster planning and emergency preparedness</p> <p>(a) The facility must meet the following requirements: (1) have a written emergency disaster plan that contains a plan for evacuation, addresses elements of sheltering in place, identifies</p>	0 680		

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0 680	<p>Continued From page 2</p> <p>temporary relocation sites, and details staff assignments in the event of a disaster or an emergency;</p> <p>(2) post an emergency disaster plan prominently;</p> <p>(3) provide building emergency exit diagrams to all residents;</p> <p>(4) post emergency exit diagrams on each floor; and</p> <p>(5) have a written policy and procedure regarding missing residents.</p> <p>(b) The facility must provide emergency and disaster training to all staff during the initial staff orientation and annually thereafter and must make emergency and disaster training annually available to all residents. Staff who have not received emergency and disaster training are allowed to work only when trained staff are also working on site.</p> <p>(c) The facility must meet any additional requirements adopted in rule.</p> <p>This MN Requirement is not met as evidenced by: Based on observation, interview, and record review the licensee failed to have a written emergency preparedness plan (EPP) with all the required content. This had the potential to affect all residents receiving services under the assisted living license.</p> <p>This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death), and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has potential to affect a large portion or all of the residents).</p>	0 680		

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0 680	<p>Continued From page 3</p> <p>The findings include:</p> <p>On March 11, 2024, at 2:00 p.m., the surveyor observed the licensee lacked an emergency disaster plan posted prominently.</p> <p>The licensee's emergency disaster preparedness plan lacked evidence of the following required content:</p> <ul style="list-style-type: none"> <li>- EPP reviewed and updated annually;</li> <li>- a description of the population served by the licensee;</li> <li>- quarterly review of missing resident policy;</li> <li>- communication plan containing all required elements;</li> <li>- hazard vulnerability assessment;</li> <li>- process for emergency plan collaboration;</li> <li>- subsistence needs for staff and residents;</li> <li>- procedures for tracking evacuated residents and staff;</li> <li>- policies for sheltering in place;</li> <li>- policies and procedures for medical documents;</li> <li>- policies and procedures for volunteers;</li> <li>- roles under a waiver declared by secretary;</li> <li>- names and contact information;</li> <li>- emergency officials contact information;</li> <li>- methods for sharing information;</li> <li>- sharing information on occupancy and needs;</li> <li>- long term care family notifications;</li> <li>- emergency prep training program which includes maintain documentation of all EP training and EP training annually; and</li> <li>- emergency preparedness testing requirements.</li> </ul> <p>On March 12, 2024, at 2:00 p.m., registered nurse (RN)-A stated he did not understand all the requirements for the EPP. RN-A stated that he had considered many of the requirements, but had not documented those requirements.</p>	0 680		

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0 680	<p>Continued From page 4</p> <p>The licensee's undated Emergency Management policy indicated the licensee would have a plan in place to assure the safety and well-being of residents and staff during periods of an emergency or disaster that disrupts services. The plan would be reviewed and updated at least annually.</p> <p>No further information was provided.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-one (21) days</p>	0 680		
0 810 SS=F	<p>144G.45 Subd. 2 (b)-(f) Fire protection and physical environment</p> <p>(b) Each assisted living facility shall develop and maintain fire safety and evacuation plans. The plans shall include but are not limited to:</p> <ul style="list-style-type: none"> <li>(1) location and number of resident sleeping rooms;</li> <li>(2) employee actions to be taken in the event of a fire or similar emergency;</li> <li>(3) fire protection procedures necessary for residents; and</li> <li>(4) procedures for resident movement, evacuation, or relocation during a fire or similar emergency including the identification of unique or unusual resident needs for movement or evacuation.</li> </ul> <p>(c) Employees of assisted living facilities shall receive training on the fire safety and evacuation plans upon hiring and at least twice per year thereafter.</p> <p>(d) Fire safety and evacuation plans shall be readily available at all times within the facility.</p> <p>(e) Residents who are capable of assisting in their own evacuation shall be trained on the proper actions to take in the event of a fire to</p>	0 810		

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0 810	<p>Continued From page 5</p> <p>include movement, evacuation, or relocation. The training shall be made available to residents at least once per year.</p> <p>(f) Evacuation drills are required for employees twice per year per shift with at least one evacuation drill every other month. Evacuation of the residents is not required. Fire alarm system activation is not required to initiate the evacuation drill.</p> <p>This MN Requirement is not met as evidenced by: Based on a record review and interview, the licensee failed to develop a fire safety and evacuation plan with required elements. This had the potential to affect all staff, residents, and visitors.</p> <p>This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death), and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has potential to affect a large portion or all of the residents).</p> <p>The findings include:</p> <p>On March 12, 2024, at 4:03 p.m., Registered Nurse (RN)-A provided documents via email on the fire safety and evacuation plan, fire safety and evacuation training, and evacuation drills for the facility.</p> <p>Record review of the available documentation indicated that the licensee did not have employee actions to be taken in the event of a fire or similar</p>	0 810		

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0 810	<p>Continued From page 6</p> <p>emergency. The facility plan was very vague and did not provide complete actions for employees to take in the event of a fire or similar emergency as well as complete procedures for residents' movement, evacuation, and relocation during a fire or similar emergency including the identification of unique or unusual resident needs for movement or evacuation.</p> <p>During an interview on March 14, 2024, at 9:10 a.m., RN-A verified that the fire safety and evacuation plan for the facility lacked these provisions.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-one (21) days.</p>	0 810		
0 950 SS=C	<p>144G.50 Subd. 3 Designation of representative</p> <p>(a) Before or at the time of execution of an assisted living contract, an assisted living facility must offer the resident the opportunity to identify a designated representative in writing in the contract and must provide the following verbatim notice on a document separate from the contract:</p> <p><b>"RIGHT TO DESIGNATE A REPRESENTATIVE FOR CERTAIN PURPOSES.</b></p> <p>You have the right to name anyone as your "Designated Representative." A Designated Representative can assist you, receive certain information and notices about you, including some information related to your health care, and advocate on your behalf. A Designated Representative does not take the place of your guardian, conservator, power of attorney ("attorney-in-fact"), or health care power of attorney ("health care agent"), if applicable."</p>	0 950		

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0 950	<p>Continued From page 7</p> <p>(b) The contract must contain a page or space for the name and contact information of the designated representative and a box the resident must initial if the resident declines to name a designated representative. Notwithstanding subdivision 1, paragraph (f), the resident has the right at any time to add, remove, or change the name and contact information of the designated representative.</p> <p>This MN Requirement is not met as evidenced by: Based on interview and record review, the licensee failed to ensure the assisted living contract included the designation of representative statutory language notice for one of one resident (R1).</p> <p>This practice resulted in a level one violation (a violation that has no potential to cause more than a minimal impact on the resident and does not affect health or safety), and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has potential to affect a large portion or all of the residents).</p> <p>The findings include:</p> <p>R1's Assisted Living Contract was dated May 18, 2023, and lacked the verbatim designated representative notice and a space for the resident to initial if the resident wished to decline to name a designated representative.</p> <p>On March 13, 2024, at 11:00 a.m., registered nurse (RN)-A stated the licensee was not aware of the required notice language and area to decline a designated representative in the</p>	0 950		

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0 950	<p>Continued From page 8</p> <p>contract. RN-A stated the licensee had purchased the contract template and thought it was complete. RN-A stated the contract template was used for all residents who resided at the facility and no contract would have the required content for designated representatives.</p> <p>The licensee's undated Assisted Living Contracts policy indicated the licensee would provide the required verbatim notice and space for the resident to identify or decline to name a designated representative.</p> <p>No further information was provided.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-one (21) days</p>	0 950		
01470 SS=D	<p>144G.63 Subd. 2 Content of required orientation</p> <p>(a) The orientation must contain the following topics:</p> <p>(1) an overview of this chapter;</p> <p>(2) an introduction and review of the facility's policies and procedures related to the provision of assisted living services by the individual staff person;</p> <p>(3) handling of emergencies and use of emergency services;</p> <p>(4) compliance with and reporting of the maltreatment of vulnerable adults under section 626.557 to the Minnesota Adult Abuse Reporting Center (MAARC);</p> <p>(5) the assisted living bill of rights and staff responsibilities related to ensuring the exercise and protection of those rights;</p> <p>(6) the principles of person-centered planning and service delivery and how they apply to direct support services provided by the staff person;</p>	01470		

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01470	<p>Continued From page 9</p> <p>(7) handling of residents' complaints, reporting of complaints, and where to report complaints, including information on the Office of Health Facility Complaints;</p> <p>(8) consumer advocacy services of the Office of Ombudsman for Long-Term Care, Office of Ombudsman for Mental Health and Developmental Disabilities, Managed Care Ombudsman at the Department of Human Services, county-managed care advocates, or other relevant advocacy services; and</p> <p>(9) a review of the types of assisted living services the employee will be providing and the facility's category of licensure.</p> <p>(b) In addition to the topics in paragraph (a), orientation may also contain training on providing services to residents with hearing loss. Any training on hearing loss provided under this subdivision must be high quality and research based, may include online training, and must include training on one or more of the following topics:</p> <p>(1) an explanation of age-related hearing loss and how it manifests itself, its prevalence, and the challenges it poses to communication;</p> <p>(2) health impacts related to untreated age-related hearing loss, such as increased incidence of dementia, falls, hospitalizations, isolation, and depression; or</p> <p>(3) information about strategies and technology that may enhance communication and involvement, including communication strategies, assistive listening devices, hearing aids, visual and tactile alerting devices, communication access in real time, and closed captions.</p> <p>This MN Requirement is not met as evidenced by: Based on interview and record review, the licensee failed to ensure employees received</p>	01470		

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01470	<p>Continued From page 10</p> <p>orientation to assisted living facility licensing requirements and regulations before providing services to residents for one of two employees (registered nurse (RN)-A).</p> <p>This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death), and was issued at an isolated scope (when one or a limited number of residents are affected or one or a limited number of staff are involved or the situation has occurred only occasionally).</p> <p>The findings include:</p> <p>RN-A was hired February 13, 2023, to provide and supervise direct care for the licensee's residents.</p> <p>RN-A's employee records lacked evidence the employee received orientation to include the following topics:</p> <ul style="list-style-type: none"> <li>- an overview of Assisted Living Laws 144G;</li> <li>- an introduction and review of the facility's policies and procedures related to the provision of assisted living services by the individual staff person;</li> <li>- handling of emergencies and use of emergency services;</li> <li>- the principles of person-centered planning and service delivery and how they apply to direct support services provided by the staff person;</li> <li>- a review of the types of assisted living services the employee would be providing and the facility's category of licensure.</li> </ul> <p>On March 12, 2024, at approximately 1:00 p.m., RN-A stated he had taken classes for the</p>	01470		

Minnesota Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>39564</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/14/2024</b>
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01470	<p>Continued From page 11</p> <p>required training, but had difficulty locating all of his training records.</p> <p>The licensee's undated Facility Employee Orientation policy indicated the orientation must include the above noted required training.</p> <p>No further information was provided.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-One (21) days</p>	01470		
01500 SS=D	<p>144G.63 Subd. 5 Required annual training</p> <p>(a) All staff that perform direct services must complete at least eight hours of annual training for each 12 months of employment. The training may be obtained from the facility or another source and must include topics relevant to the provision of assisted living services. The annual training must include:</p> <p>(1) training on reporting of maltreatment of vulnerable adults under section 626.557;</p> <p>(2) review of the assisted living bill of rights and staff responsibilities related to ensuring the exercise and protection of those rights;</p> <p>(3) review of infection control techniques used in the home and implementation of infection control standards including a review of hand washing techniques; the need for and use of protective gloves, gowns, and masks; appropriate disposal of contaminated materials and equipment, such as dressings, needles, syringes, and razor blades; disinfecting reusable equipment; disinfecting environmental surfaces; and reporting communicable diseases;</p> <p>(4) effective approaches to use to problem solve when working with a resident's challenging behaviors, and how to communicate with</p>	01500		

## Minnesota Department of Health

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01500	<p>Continued From page 12</p> <p>residents who have dementia, Alzheimer's disease, or related disorders;</p> <p>(5) review of the facility's policies and procedures relating to the provision of assisted living services and how to implement those policies and procedures; and</p> <p>(6) the principles of person-centered planning and service delivery and how they apply to direct support services provided by the staff person.</p> <p>(b) In addition to the topics in paragraph (a), annual training may also contain training on providing services to residents with hearing loss. Any training on hearing loss provided under this subdivision must be high quality and research based, may include online training, and must include training on one or more of the following topics:</p> <p>(1) an explanation of age-related hearing loss and how it manifests itself, its prevalence, and challenges it poses to communication;</p> <p>(2) the health impacts related to untreated age-related hearing loss, such as increased incidence of dementia, falls, hospitalizations, isolation, and depression; or</p> <p>(3) information about strategies and technology that may enhance communication and involvement, including communication strategies, assistive listening devices, hearing aids, visual and tactile alerting devices, communication access in real time, and closed captions.</p> <p>This MN Requirement is not met as evidenced by: Based on interview and record review, the licensee failed to ensure employees received at least eight hours of annual training for each 12 months of employment for one of two employees (registered nurse (RN)-A).</p> <p>This practice resulted in a level two violation (a</p>	01500		

## Minnesota Department of Health

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01500	<p>Continued From page 13</p> <p>violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety, but was not likely to cause serious injury, impairment, or death), and was issued at an isolated scope (when one or a limited number of residents are affected or one or a limited number of staff are involved or the situation has occurred only occasionally).</p> <p>The findings include:</p> <p>RN-A was hired February 13, 2023.</p> <p>RN-A's employee training record lacked documentation RN-A had completed annual training as required in the following areas:</p> <ul style="list-style-type: none"> <li>-review of the facility's policies and procedures relating to the provision of assisted living services and how to implement those policies and procedures.</li> </ul> <p>On March 12, 2024, at approximately 1:00 p.m., RN-A stated he had difficulty locating all of his training records.</p> <p>The licensee's undated Annual Training Requirements policy directed all employees complete eight hours of education every twelve months of employment on topics required for assisted living providers.</p> <p>No further information was provided.</p> <p><b>TIME PERIOD FOR CORRECTION:</b> Twenty-One (21) days</p>	01500		
01530 SS=F	<b>144G.64 TRAINING IN DEMENTIA CARE REQUIRED</b>	01530		

## Minnesota Department of Health

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NAME OF PROVIDER OR SUPPLIER  WELL CARE HEALTH SERVICES		STREET ADDRESS, CITY, STATE, ZIP CODE  3600 73RD AVENUE BROOKLYN PARK, MN 55429		
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01530	<p>Continued From page 14</p> <p>(a) All assisted living facilities must meet the following training requirements:</p> <p>(1) supervisors of direct-care staff must have at least eight hours of initial training on topics specified under paragraph (b) within 120 working hours of the employment start date, and must have at least two hours of training on topics related to dementia care for each 12 months of employment thereafter;</p> <p>(2) direct-care employees must have completed at least eight hours of initial training on topics specified under paragraph (b) within 160 working hours of the employment start date. Until this initial training is complete, an employee must not provide direct care unless there is another employee on site who has completed the initial eight hours of training on topics related to dementia care and who can act as a resource and assist if issues arise. A trainer of the requirements under paragraph (b) or a supervisor meeting the requirements in clause (1) must be available for consultation with the new employee until the training requirement is complete.</p> <p>Direct-care employees must have at least two hours of training on topics related to dementia for each 12 months of employment thereafter;</p> <p>This MN Requirement is not met as evidenced by: Based on interview and record review, the licensee failed to ensure employees received the required hours of dementia care training for one of two employees (registered nurse (RN)-A).</p> <p>This practice resulted in a level two violation (a violation that did not harm a resident's health or safety but had the potential to have harmed a resident's health or safety) and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected</p>	01530		

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01530	<p>Continued From page 15</p> <p>or has the potential to affect a large portion or all of the residents).</p> <p>The findings include:</p> <p>RN-A was hired February 13, 2023, to provide supervision and oversite to unlicensed personnel and to provide direct services to residents.</p> <p>RN-A's employee record lacked at least eight hours of initial dementia training within 120 working hours of the employment start date, and lacked the following topics required by 144G Assisted Living statutes:</p> <ul style="list-style-type: none"> <li>(1) an explanation of Alzheimer's disease and other dementias;</li> <li>(2) assistance with activities of daily living;</li> <li>(3) problem solving with challenging behaviors;</li> <li>(4) communication skills; and</li> <li>(5) person-centered planning and service delivery.</li> </ul> <p>On March 12, 2024, at approximately 1:00 p.m., RN-A stated he had taken classes for the required training, but had difficulty locating all of his training records.</p> <p>A policy was requested and not provided.</p> <p>No further information provided.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-one (21) days</p>	01530		
03090 SS=C	144.6502, Subd. 8 Notice to Visitors  (a) A facility must post a sign at each facility entrance accessible to visitors that states: "Electronic monitoring devices, including security	03090		

## Minnesota Department of Health

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03090	<p>Continued From page 16</p> <p>cameras and audio devices, may be present to record persons and activities."</p> <p>(b) The facility is responsible for installing and maintaining the signage required in this subdivision.</p> <p>This MN Requirement is not met as evidenced by: Based on observation and interview, the licensee failed to ensure the required notice was posted at the main entry way of the establishment to display statutory language to disclose electronic monitoring activity, potentially affecting all current residents in the assisted living facility, staff, and any visitors to the facility.</p> <p>This practice resulted in a level one violation (a violation that has not potential to cause more than a minimal impact on the resident and does not affect health or safety), and was issued at a widespread scope (when problems are pervasive or represent a systemic failure that has affected or has potential to affect a large portion or all of the residents).</p> <p>The findings include:</p> <p>On March 13, 2024, at 10:00 a.m., upon entering the facility, the surveyor observed a camera mounted on the front of the house. The surveyor further observed two entrances accessible by visitors to the facility, but each lacked the electronic monitoring notice to visitors including the required verbiage.</p> <p>On March 13, 2024, at 11:00 a.m., registered nurse (RN)-A stated the licensee was not aware of the required verbatim notice to be posted at each entrance accessible by visitors.</p>	03090		

Minnesota Department of Health

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03090	<p>Continued From page 17</p> <p>The licensee's undated Electronic Monitoring policy lacked direction for notice to visitors and statutory language to disclose electronic monitoring activity by the licensee.</p> <p>No further information provided.</p> <p>TIME PERIOD FOR CORRECTION: Twenty-one (21) days</p>	03090		



Type: Full  
Date: 03/12/24  
Time: 11:30:00  
Report: 1025241052

# Food and Beverage Establishment Inspection Report

WELL CARE HEALTH SERVICES LLC

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## 4-200 Equipment Design and Construction

### 4-202.16

MN Rule 4626.0540 Provide non-food contact surfaces that are free of unnecessary ledges, projections and crevices and are designed and constructed to allow easy cleaning.

Front and back of cabinet handles are not smooth, one handle broken. Replace cabinet handles with handles that are smooth and easily to clean.

Electrical outlet by oven has broken away from the wall, reattached the outlet to the wall.

Comply By: 03/22/24

## 5-200A Plumbing: approved materials/design

### 5-201.11B

MN Rule 4626.1040B Maintain the plumbing system in good repair.

Repair the water drinking dispenser at the sink so it attaches fully to the sink basin (currently loose)

Comply By: 04/30/24

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## Food and Equipment Temperatures

Process/Item: Ambient

Temperature: 40 Degrees Fahrenheit - Location: Refrigerator TMD probe and outside display

Violation Issued: No

Process/Item: Half and half

Temperature: 41 Degrees Fahrenheit - Location: Refrigerator

Violation Issued: No

---

Total Orders In This Report	Priority 1	Priority 2	Priority 3
0	1	4	

Knives pulled out from the drawer by the sink because they were in the drawer with other utensils and blade-up – recommend moving sharps to their own drawer, or purchasing a holder or a long drawer-insert container to store knives and sharps to prevent anyone from cutting themselves when reaching into the drawer.

Freezer in garage frozen

Walker filters in basement for drinking water by sink are reported serviced and replaced by Culligan ~monthly  
TMD puck available for dish washer

## SINK USAGE

Facility has a two (2) compartment sink

Facility has a dishwasher with NSF 184 certification for sanitation

Facility does not have a 3 compartment sink

Facility does not have a dedicated food preparation sink

## FACILITY

Kitchen has tile floor, laminate countertops, stained wood cabinets, tile backsplash, hollow enclosed cabinet bases

Appliances are residential

Type: Full  
Date: 03/12/24  
Time: 11:30:00  
Report: 1025241052

# Food and Beverage Establishment Inspection Report

WELL CARE HEALTH SERVICES LLC

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## COUNTERTOPS AND FOOD CONTACT SURFACES

Provide a smooth, non-porous food contact surface (e.g. cutting boards) that can be easily washed, rinsed, and sanitized (e.g. run through the dishwasher). Soap and water can be used to clean non-food contact surfaces. By provided a cutting board or other non-porous food contact surface, the countertops can be kept clean without the use of substances which may damage the finish. Do not use wood as a food contact surface.

## DISHWASHING – NSF 184

Dishwasher has a sanitizing rinse option (NSF/ANSI Standard 184) – use this option to sanitize utensils

Provide a means of testing the internal contact temperature of utensil in the dishwasher

If the sanitize cycle on the dishwasher will not be used, provide an alternate means of chemical sanitizing (e.g. a bus tub or other basin, to be filled with water and sanitizing solution e.g. chlorine bleach (non-scented, labeled for Sanitizing Food Contact Surfaces) at 50-100 PPM; provide a test kit for chemical sanitizing)

Recommend having an alternative means of sanitizing available case of emergency or service interruption

## EQUIPMENT

MN 4626.0506 includes alternate equipment and finish requirements for adult care facilities which serve TCS foods for same-day service only:

MN 4626.0506 G. A food establishment that is an adult care center, child care center, or boarding establishment does not need to comply with item A [certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program for food service equipment] if approved by the regulatory authority and the food establishment:

- (1) serves only non-TCS food; or
- (2) prepares TCS foods only for same-day service.

Discontinue any service of TCS food for multiple day service (e.g. cooling and reservice of leftovers of prepared and cooked TCS food), or upgrade finishes and equipment in the kitchen

## GENERAL COMMENTS

CFPM (Certified Food Protection Manager)

For information, please search "MDH CFPM"

Discussed employee health and hygiene, exclusion for individuals from the kitchen with vomiting and/or diarrheal illness, sore throat with fever, or reportable illness; food cooking and holding temperatures, cross-contamination, allergens, food storage order in refrigerator, separating resident food from medication or staff food, avoiding bare hand contact with foods which will not be cooked (cut fruit, deli sandwiches), pest control, quarantine meals

Type: Full  
Date: 03/12/24  
Time: 11:30:00  
Report: 1025241052

# Food and Beverage Establishment Inspection Report

WELL CARE HEALTH SERVICES LLC

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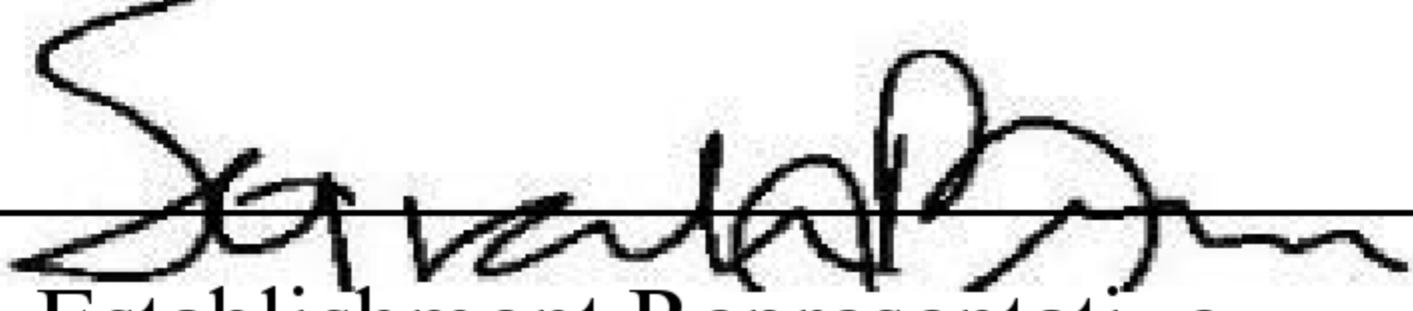
**NOTE: Plans and specifications must be submitted for review and approval prior to new construction, remodeling or alterations.**

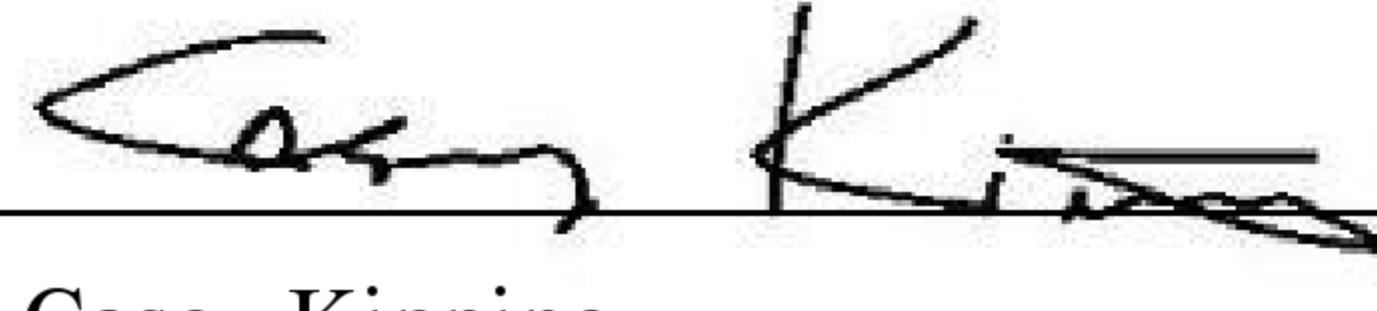
I acknowledge receipt of the Minnesota Department of Health inspection report number 1025241052 of 03/12/24.

Certified Food Protection Manager Sarah Brown 4/12/23

Certification Number: TBD Expires:   /  /

**Inspection report reviewed with person in charge and emailed.**

Signed:   
Establishment Representative

Signed:   
Casey Kipping  
Public Health Sanitarian III  
Freeman Building St Paul  
651-201-4513  
casey.kipping@state.mn.us

## Food Establishment Inspection Report



Minnesota Department of Health  
Division of Environmental Health, FPLS  
P.O. Box 64975  
St. Paul, MN 55164-0975

No. of RF/PHI Categories Out

1

Date 03/12/24

No. of Repeat RF/PHI Categories Out

0

Time In 11:30:00

Legal Authority MN Rules Chapter 4626

Time Out

WELL CARE HEALTH SERVICES LLC	Address 3600 73RD AVENUE	City/State Brooklyn Park, MN	Zip Code 55429	Telephone
License/Permit # 0042473	Permit Holder	Purpose of Inspection Full		Risk Category

## FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS

Circle designated compliance status (IN, OUT, N/O, N/A) for each numbered item

Mark "X" in appropriate box for COS and/or R

IN=in compliance

OUT= not in compliance

N/O= not observed

N/A= not applicable

COS=corrected on-site during inspection

R= repeat violation

Compliance Status		COS R	Compliance Status	COS R																																																		
<b>Supervision</b>																																																						
1 IN OUT	PIC knowledgeable; duties & oversight																																																					
2 IN OUT N/A	Certified food protection manager, duties																																																					
<b>Employee Health</b>																																																						
3 IN OUT	Mgmt/Staff;knowledge,responsibilities&reporting																																																					
4 IN OUT	Proper use of reporting, restriction & exclusion																																																					
5 IN OUT	Procedures for responding to vomiting & diarrheal events																																																					
<b>Good Hygienic Practices</b>																																																						
6 IN OUT N/O	Proper eating, tasting, drinking, or tobacco use																																																					
7 IN OUT N/O	No discharge from eyes, nose, & mouth																																																					
<b>Preventing Contamination by Hands</b>																																																						
8 IN OUT N/O	Hands clean & properly washed																																																					
9 IN OUT N/A N/O	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed																																																					
10 IN OUT	Adequate handwashing sinks supplied/accessible																																																					
<b>Approved Source</b>																																																						
11 IN OUT	Food obtained from approved source																																																					
12 IN OUT N/A N/O	Food received at proper temperature																																																					
13 IN OUT	Food in good condition, safe, & unadulterated																																																					
14 IN OUT N/A N/O	Required records available; shellstock tags, parasite destruction																																																					
<b>Protection from Contamination</b>																																																						
15 IN OUT N/A N/O	Food separated and protected																																																					
16 IN OUT N/A	Food contact surfaces: cleaned & sanitized																																																					
17 IN OUT	Proper disposition of returned, previously served, reconditioned, & unsafe food																																																					
<b>GOOD RETAIL PRACTICES</b>																																																						
Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.																																																						
Mark "X" in box if numbered item is not in compliance		Mark "X" in appropriate box for COS and/or R		COS=corrected on-site during inspection R= repeat violation																																																		
Safe Food and Water		COS R	Proper Use of Utensils	COS R																																																		
30 IN OUT N/A	Pasteurized eggs used where required		43 In-use utensils: properly stored																																																			
31	Water & ice obtained from an approved source		44 Utensils, equipment & linens: properly stored, dried, & handled																																																			
32 IN OUT N/A	Variance obtained for specialized processing methods		45 Single-use/single service articles: properly stored & used																																																			
<b>Food Temperature Control</b>																																																						
33	Proper cooling methods used; adequate equipment for temperature control		46 Gloves used properly																																																			
34 IN OUT N/A N/O	Plant food properly cooked for hot holding		<b>Utensil Equipment and Vending</b>																																																			
35 IN OUT N/A N/O	Approved thawing methods used		47 X	Food & non-food contact surfaces cleanable, properly designed, constructed, & used		36 X	Thermometers provided & accurate		48	Warewashing facilities: installed, maintained, & used; test strips		<b>Food Identification</b>					37	Food properly labeled; original container		<b>Prevention of Food Contamination</b>					38	Insects, rodents, & animals not present		39	Contamination prevented during food prep, storage & display		40	Personal cleanliness		41	Wiping cloths: properly used & stored		42	Washing fruits & vegetables		Food Recalls:					Person in Charge (Signature)		Date: 03/12/24			Inspector (Signature)				
47 X	Food & non-food contact surfaces cleanable, properly designed, constructed, & used																																																					
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<b>Prevention of Food Contamination</b>																																																						
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39	Contamination prevented during food prep, storage & display		40	Personal cleanliness		41	Wiping cloths: properly used & stored		42	Washing fruits & vegetables		Food Recalls:					Person in Charge (Signature)		Date: 03/12/24			Inspector (Signature)																																
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**Risk factors (RF)** are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. **Public Health Interventions (PHI)** are control measures to prevent foodborne illness or injury.