



AGENCY OF HUMAN SERVICES
DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

February 2, 2024

Luis Marin, Manager
Vista Senior Living
103 Us Route 4
Killington, VT 05751

Dear Mr. Marin:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **January 3, 2024**. Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

If you have any questions, please feel free to contact me at (802) 585-0995.

Sincerely,

A handwritten signature in black ink, appearing to read "Carolyn Scott".


Carolyn Scott, LMHC, MS
State Long Term Care Manager
Division of Licensing & Protection

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0664	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/03/2024
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NAME OF PROVIDER OR SUPPLIER VISTA SENIOR LIVING	STREET ADDRESS, CITY, STATE, ZIP CODE 103 US ROUTE 4 KILLINGTON, VT 05751
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(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
R100	Initial Comments: An unannounced on-site complaint investigation was conducted by the Division of Licensing and Protection on 1/03/24. The following regulatory violations were identified:	R100		
R207 SS=D	V. RESIDENT CARE AND HOME SERVICES 5.18 Reporting of Abuse, Neglect or Exploitation 5.18.b The licensee and staff are required to report suspected or reported incidents of abuse, neglect or exploitation. It is not the licensee's or staff's responsibility to determine if the alleged incident did occur or not; that is the responsibility of the licensing agency. A home may, and should, conduct its own investigation. However, that must not delay reporting of the alleged or suspected incident to Adult Protective Services. This REQUIREMENT is not met as evidenced by: Based on record review and staff interview there was a failure to ensure the Residential Care Home (RCH) report suspected or reported incidents of exploitation in accordance with Section 5.18b of the Vermont Residential Care Home Licensing Regulations effective 10/3/2000. Findings include: Per review of policies and procedures related to resident property provided by the Executive Director on request the facility policy titled Personal Property Theft and Loss states "The community documents and investigates all alleged and actual theft/loss of personal property. If the theft exceeds \$100.00, a report shall be filed with the police department and copies of all appropriate documentation of the incident shall	R207	<p>V. RESIDENT CARE AND HOME SERVICE</p> <p>R207 - Executive Director will adhere to policies and procedures and enforce self reporting to APS and DLP any alleged or suspected complaint of abuse, neglect or exploitation.</p> <p>Executive Director will investigate and file a police report for any alleged theft/ loss of residents personal property regardless of monetary value.</p> <p>Executive Director will re-train all staff on reporting abuse neglect and exploitation and the role of a mandated reporter. This will be included to our annual trainings.</p> <p>This will be completed before 2/5/2023.</p> <div style="border: 1px solid red; padding: 5px; color: red; text-align: center;"> <p>R207-Accepted by Carol Scott-LTCM 2-1-24</p> </div>	

Division of Licensing and Protection LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	Executive Director	(X6) DATE	2/1/2024
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Division of Licensing and Protection

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R207	<p>Continued From page 1</p> <p>be given to the responsible parties. Original report will be filed for three (3) years after the date of the theft/loss".</p> <p>Per interview with the Executive Director conducted on 1/3/24 @ 10:15 AM she/he stated that on 8/30/23 Resident #1 reported to facility staff that \$2,000 was missing and unaccounted for from his/her room. When asked by the surveyor to provide the facilities internal incident report and the record of reporting to the licensing agency the Executive Director stated that the facility offers to call the police in incidents where money or property is reported missing but that the facility does not do an internal report. Additionally, she/he stated that this incident was not reported to the licensing agency because the facility does not ensure resident property per admission agreement.</p> <p>Per review of the facilities Residency Agreement conducted on 1/3/24 at 12:30 PM section titled Property of the Resident states "Neither the community nor its employees are responsible or liable for the loss, theft or damage to any personal property, valuables and/or monies kept by the resident in the apartment or elsewhere at the community".</p> <p>These findings were confirmed by the Executive Director during an exit interview on 1/3/24.</p> <p>In conclusion this deficient practice is a potential risk for more than minimal harm for all facility residents related to failure to report suspected or reported incidents of resident exploitation.</p>	R207		