



**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

April 30, 2024

Ms. Cassie Lambert  
Gazebo Senior Living 1  
1530 Williston Road  
South Burlington, VT 05403-6422

Dear Ms. Lambert:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **March 20, 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:  <b>0148</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/20/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>GAZEBO SENIOR LIVING 1</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1530 WILLISTON ROAD SOUTH BURLINGTON, VT 05403</b>
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R100	<p>Initial Comments:</p> <p>On 3/20/24 the Division of Licensing and Protection conducted an unannounced on-site investigation of one complaint. The following regulatory deficiencies were identified:</p> <p><b>R247 SS=F VII. NUTRITION AND FOOD SERVICES</b></p> <p><b>7.2 Food Safety and Sanitation</b></p> <p>7.2.b All perishable food and drink shall be labeled, dated and held at proper temperatures: (1) At or below 40 degrees Fahrenheit. (2) At or above 140 degrees Fahrenheit when served or heated prior to service.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, staff interview, and record review there was a failure to ensure perishable food items are labeled with the dates the items were opened or prepared; and to ensure all perishable food items are stored at or below 40 degrees Fahrenheit. Findings include:</p> <p>1. The facility's Food Storage Procedures Section B. COLD STORAGE procedure #4 states, "Opened ingredients should be stored in sealed airtight containers. Labels should be used to list the date the item was opened and when it should be discarded, it should be initialed as well. ". While this procedure identifies the requirement to label ingredients with the date they were opened, the procedure does not indicate all perishable foods and drinks should be labeled with the dates they were opened or prepared.</p> <p>During a tour of the kitchen and dining areas on the morning of 3/20/24 the following perishable</p>	R100	<p>The filing of this plan of correction does not constitute an admission of the allegations set forth in this statement of deficiencies. This plan of correction is prepared and executed as evidence of the facility's continued compliance with applicable law.</p> <p><u>Immediate Action Taken:</u> 1. The Procedure has been updated to reflect perishable foods and drinks to be labeled with dates of opening or preparation. 1.a All unlabeled perishable items in chest freezer were dated. 1.b All perishable items in walk-in fridge were dated (dressings, condiments, sauces, whipped cream, chocolate syrup, milk, and soda). The scratched and cracked plastic tub was removed and a new one ordered. New bottles ordered for condiments. The cleaning rag was removed immediately upon discovery. 1.c Immediately upon being told of the hamburger and sausage in the walk-in refrigerator, the items were removed.</p>	

Division of Licensing and Protection

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

TITLE

(X6) DATE

*Clambert RN, MSN Executive Director*

*4/8/24*

Division of Licensing and Protection

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R247	<p>Continued From page 1</p> <p>food items were observed to be without the dates the items were opened or prepared:</p> <p>a. In the chest freezer located in front of the walk-in cooler 5 opened undated three gallon cartons of ice cream were observed.</p> <p>b. In one reach-in refrigeration unit in the main kitchen area opened dressings, condiments, sauces, whipped cream, 3 bottles of chocolate syrup, gallons of whole and skim milk, almond milk, and 2 liters of ginger ale were without labels indicating the dates the items were opened. A scratched and cracked plastic tub was filled with bottles of ketchup and unsealed/uncapped squeeze bottles of dressings and sauces. The contents of the bottles were spilled and dried on the bottles and the plastic tub. A second reach in refrigeration unit contained opened gallon containers of dressings which were not labeled with the dates they were opened. A cleaning rag was left on the shelf of this reach-in refrigeration unit.</p> <p>c. In the walk-in fridge hamburger was observed sitting in a pool of liquid and coagulated blood on a baking tray on a shelf in the walk-in refrigerator. A cardboard box of sausage saturated with blood was placed directly on the tray beside the hamburger. The Chef confirmed the hamburger had been thawing on the tray in the fridge for 3 days.</p> <p>The Activities Director confirmed these findings during the kitchen tour on the morning of 3/20/24.</p> <p>2. The facility's policy for Kitchen Equipment Maintenance states Dining Services staff shall, "Check the gauges on all refrigerators and freezers every day to prevent food spoilage and minimize any needed repair costs. Staff should</p>	R247	<p><u>Measures in place/systematic changes to avoid recurrence:</u></p> <ol style="list-style-type: none"> <li>1. "ROX" stickers were purchased to assist in labeling all perishable items with date received, date opened/ prepared and expiration dates.</li> <li>2. Re-education of staff on safe food handling policies, and policy revision completed.</li> </ol> <p><u>Monitoring of Corrective Action:</u></p> <ol style="list-style-type: none"> <li>1. Perishable items will be audited for appropriate labeling of products daily for 2 weeks, along with ensuring anything is removed as needed.</li> <li>2. This will be audited twice weekly for 2 weeks, then monthly audits will be performed and reviewed with the team.</li> </ol> <p><u>Date Corrective action will be completed:</u> April 20, 2024</p>	

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R247	<p>Continued From page 2</p> <p>complete a daily temperature log for refrigerators, freezers and dishwashers, and must immediately inform the Dining Services Manager if the temperature is outside the acceptable range." The Kitchen Equipment Maintenance procedure further states, "Refrigerators should maintain temperatures between 34 [degrees Fahrenheit] and 40 [degrees Fahrenheit]."</p> <p>Perishable items in the kitchen walk-in fridge and dining room drink dispenser were observed to be stored at temperatures greater than 40 degrees Fahrenheit as follows:</p> <p>a. During the kitchen tour on the morning of 3/20/24 the thermometer on the walk-in fridge indicated the temperature inside the unit was 43.1 degrees Fahrenheit, which was confirmed by the Activities Director who conducted the tour. Throughout the afternoon of 3/20/24 three additional checks were made, with temperature readings on the walk-in freezer thermometer indicating the temperature inside the walk-in unit was 44.1, 40.3, and 41.1 degrees Fahrenheit.</p> <p>Per review of the Kitchen Walk-in Fridge Temperature Logs for February and March of 2024, during February 2024 the temperature in the walk-in fridge was documented as above 40 degrees Fahrenheit 12 times. In March of 2024 temperatures in the walk-in fridge were documented as above 40 degrees Fahrenheit 13 times as of the day of the complaint investigation on 3/20/24.</p> <p>On the afternoon of 3/20/24 the Executive Director acknowledged perishable food items were stored in the walk-in fridge at temperatures above 40 degrees Fahrenheit.</p>	R247	<p><u>Immediate Action Taken:</u></p> <p>2.a. Walk-in fridge temperature has been adjusted manually from inside gauge to hold the walk-in lower than 40 degrees.</p> <p>2.b. The juice dispenser was plugged back in, and the temperature returned quickly to adequate temperature.</p> <p>2.c. The meals stored above the stove were immediately removed and thrown out. Staff were re-educated on proper food storage procedures after a meal is completed, should a resident request a later meal</p> <p><u>Measures in place/systematic changes to avoid recurrence:</u></p> <ol style="list-style-type: none"> <li>1. Re-education of staff on temperature logs and what to do when items are outside of acceptable ranges.</li> <li>2. A new policy was created, along with a procedure and temp logs, in which we can turn off the dispenser portion of the juice machine, without losing the refrigeration and temperature control of the juice in the dispenser.</li> <li>3. Re-education on leftover policy has been completed.</li> </ol> <p><u>Monitoring of Corrective Action:</u></p> <ol style="list-style-type: none"> <li>1. Temperature logs will be audited daily for 2 weeks, then weekly for 2 weeks.</li> <li>2. Temperature logs will be reviewed monthly for completeness and adherence to policy if temperatures are inaccurate.</li> <li>3. Storage of leftovers will be audited daily for 2 weeks, then weekly for 2 weeks. These logs will be reviewed monthly for completeness and adherence to policy if temperatures are inaccurate.</li> </ol> <p><u>Date Corrective action will be completed:</u> <u>April 20, 2024</u></p>	

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R247	<p>Continued From page 3</p> <p>b. During lunch service on 3/20/24 the Orange Juice dispensed from the beverage dispenser in the dining room was observed to be dispensed at 46.2 Fahrenheit. Staff in the dining area stated the drink dispenser was unplugged, and is routinely unplugged when not attended by staff, leaving the juice stored within the dispenser the juice unrefrigerated. The Dining Room staff stated this a daily intervention to prevent a diabetic resident from drinking too much juice. Per record review and staff interview on the afternoon of 3/20/24 the facility does not have policies and procedures in place for monitoring the temperature of the drinks stored in and served from dining room drink dispenser.</p> <p>The Environmental Services Director confirmed the temperature of the orange juice in the drink dispenser was 46.2 degrees during the lunch service on 3/20/24.</p> <p>c. During lunch service at approximately 12:40 PM on 3/20/24 the Chef was observed plating meals and wrapping the plates plastic wrap. At 2:07 PM the plated meals were observed to remain unrefrigerated on the shelf above the oven. Kitchen staff stated the plates had remained on the shelf while awaiting pick-up, and confirmed the perishable food items on the plates were unrefrigerated and stored at temperatures greater than 40 degrees Fahrenheit.</p> <p>In closing these deficient practices are a potential for more than minimal harm for all facility residents due to foodborne illness resulting from consumption of spoiled and/or contaminated food.</p>	R247	R247 Plan of Correction accepted by Jo A Evans RN on 4/29/24.	
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