



WEST VIRGINIA SECRETARY OF STATE

KRIS WARNER

ADMINISTRATIVE LAW DIVISION

eFILED

5/28/2025 4:00:13 PM

Office of West Virginia
Secretary Of State

**NOTICE OF FINAL FILING AND ADOPTION OF A LEGISLATIVE RULE AUTHORIZED
BY THE WEST VIRGINIA LEGISLATURE**

AGENCY: Office of the Inspector General

TITLE-SERIES: 71-23

RULE TYPE: Legislative Amendment to Existing Rule: No Repeal of existing rule: No

RULE NAME: Residential Care Communities

CITE STATUTORY AUTHORITY: W. Va. Code 16B-9-3(k), 16B-9-5

The above rule has been authorized by the West Virginia Legislature.

Authorization is cited in (house or senate bill number) SB300

Section W. Va. Code 16B-1-1 Passed On 2/8/2024 12:00:00 AM

This rule is filed with the Secretary of State. This rule becomes effective on the following date:

May 28, 2025

This rule shall terminate and have no further force or effect from the following date:

August 01, 2030

BY CHOOSING 'YES', I ATTEST THAT THE PREVIOUS STATEMENT IS TRUE AND CORRECT.

Yes

Jessica Y Whitmore -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.

71CSR23

TITLE 71

LEGISLATIVE RULE

OFFICE OF INSPECTOR GENERAL

SERIES 23

RESIDENTIAL CARE COMMUNITIES

§71-23-1. General.

1.1. Scope. -- This legislative rule prescribes specific standards and procedures to provide for the health, safety, and protection of the rights and dignity of residents of residential care communities. This rule must be read in conjunction with W. Va. Code §§16B-9-1, *et seq.*, to determine the complete requirements for licensing, regulation, and complaint investigations of residential care communities.

1.2. Authority. -- W. Va. Code §16B-9-3(k) and §16-9-5.

1.3. Filing Date. – May 28, 2025.

1.4. Effective Date. – May 28, 2025.

1.5. Sunset Date. -- This rule shall terminate and have no further force or effect on August 1, 2030.

§71-23-2. Application and Enforcement.

2.1. Application. -- This rule applies to any person, and every form of organization, whether incorporated or unincorporated, including any partnership, corporation, trust, association or political subdivision of this state establishing, maintaining or operating a residential care community as defined in W. Va. Code §§16B-9-1, *et seq.*, and this rule: Provided, That this rule does not apply to homes or asylums operated by fraternal orders pursuant to W. Va. Code §§35-3-1, *et seq.*

2.2. Enforcement. -- This rule is enforced by the Inspector General. The Inspector General designates the Director of the Office of Health Facility Licensure and Certification to enforce the provisions of this rule, except where otherwise stated.

§71-23-3. Definitions.

3.1. Abuse. -- Mistreatment of residents, including physical bodily harm, misuse of physical or chemical restraints, verbal abuse, and infliction of emotional suffering.

3.2. Activities of daily living. -- The activities that individuals generally perform regularly in the course of maintaining their physical selves, such as eating, dressing, oral hygiene, toileting, personal grooming, and moving themselves from one location to another, such as, for example, in moving from a bed to a chair, or from one room to another.

3.3. Administration of medications. -- Opening a container of medication and giving the medication to the person for whom it is prescribed, including giving injections and administering eye drops.

3.4. Administrator. -- The owner or individual selected by the licensee to be responsible for the day-to-day operation of the residential care community.

3.5. Adult day care. - An alternative to 24-hour institutional care for elderly or disabled adults who need care and supervision not to exceed 14 hours a day.

3.6. Apartment and resident capacity. -- The number of apartments and residents for which a residential care community is licensed to provide care.

3.7. Bedfast. -- The condition of individuals who are restricted to a bed or chair for a prolonged or indefinite period of time and have limited ability to move or turn themselves while in bed or remove themselves from a chair. These individuals are therefore susceptible to physical and psychological complications of immobilization and are incapable of self-preservation. An individual for whom a physician has prescribed bed rest because of a short-term illness (e.g., cold, flu, viruses, etc.) is not considered bedfast.

3.8. Behavioral Health Services. -- Those services intended to help individuals with emotional or mental disorders, alcohol or drug abuse problems, or mental retardation and other developmental disabilities, to gain or regain the capacity to function adaptively in their environment, to care for themselves and their families, and to be accepted by society.

3.9. Chemical restraint. -- A psychoactive drug that is used for discipline or convenience and is not required to treat medical symptoms.

3.10. Communicable disease. -- An illness due to an infectious agent or its toxic product, which is transmitted, directly or indirectly, to a susceptible host from an infected person or animal, or through the agency of an intermediate host or a vector or through the inanimate environment.

3.11. Developmental disorder. -- A group of disorders in which the predominant disturbance is in the acquisition of cognitive, language, motor, or social skills. The disturbance may involve a general delay, as in mental retardation, or a delay or failure to progress in a specific area of skill acquisition or multiple areas in which there are qualitative distortions of normal development. The course of developmental disorders tends to be chronic, with some of the signs of the disorder persisting in a stable form, without periods of remission or exacerbation, into adult life.

3.12. Director. – The Director of the Office of Health Facility Licensure and Certification, or his or her designee.

3.13. Disability. -- Any limitation of physical, mental, or social activity of an individual as compared with other individuals of similar age, sex, and occupation. Frequently refers to limitations of the usual or major activities, most commonly vocational. There are varying types (functional, vocational, learning), degrees (partial, total), and durations (temporary, permanent) of disability.

3.14. Exploitation. -- The act or process of taking unjust advantage of another for one's own benefit.

3.15. Extensive nursing care. -- The nursing care required when there is a major deviation from normal in a body system or multiple body systems, of such magnitude that the deviations are life threatening, and the individual's condition is unstable and unpredictable.

3.16. Functional needs assessment. - Any measurement tool that identifies for the resident and the licensee those services that will need to be obtained or provided for the resident in order to promote the resident's health, wellness, comfort, dignity and independence.

3.17. Immediate and serious threat. -- A situation that presents a high probability of serious harm or injury to one or more residents. An immediate or serious threat need not result in actual harm to any resident.

3.18. Imminent danger. -- As applied to a violation of this rule, a danger which could reasonably be expected to immediately cause or contribute to death, serious physical harm or illness to residents, household members or staff, before the threat can be eliminated through the plan of correction process of this rule.

3.19. Inspector General. -- The Inspector General of the Office of Inspector General as described in W. Va. Code §16B-2-1, or his or her designee.

3.20. Legal representative¹. --

3.20.1. A conservator, temporary conservator or limited conservator appointed pursuant to the West Virginia Guardianship and Conservatorship Act, W. Va. Code, §§44A-1-1, *et seq.*, within the limits set by the order;

3.20.2. A guardian, temporary guardian or limited guardian appointed pursuant to the West Virginia Guardianship and Conservatorship Act, W. Va. Code, §§44A-1-1, *et seq.*, within the limits set by the order;

3.20.3. An individual appointed as committee or guardian prior to June 9, 1994, within the limits set by the appointing order and W. Va. Code §44A-1-2(d);

3.20.4. An individual having a medical power of attorney pursuant to the West Virginia Medical Power of Attorney Act, W. Va. Code §§16-30A-1, *et seq.*, within the limits set by the law and the appointment;

3.20.5. A representative payee under the U.S. Social Security Act, Title 42 U.S.C. § 301, *et seq.*, within the limits of the payee's legal authority;

3.20.6. A surrogate decision-maker appointed pursuant to the West Virginia Health Care Surrogate Act, W. Va. Code §§16-30B-1, *et seq.*, or the West Virginia Do Not Resuscitate Act, §§16-30C-1, *et seq.*, within the limits set by the appointment; or

¹ Owners and administrators should note that the various types of legal representatives do not necessarily have the lawful authority to act on behalf of the resident in all matters that may require action by a legal representative. For example, a conservator may have responsibility for financial affairs, but not personal affairs, such as medical care.

3.20.7. An attorney in fact appointed with power of attorney under common law or pursuant to Uniform Durable Power of Attorney, W. Va. Code §§39-4-1, *et seq.*, within the limits set by the appointment; or

3.20.8. An individual lawfully appointed in a similar or like relationship of responsibility for a resident under the laws of this state, or another state or legal jurisdiction, within the limits of the applicable statute and appointing authority, and who has no financial ties to the residential care community.

3.21. Licensed health care professional. -- Any health care professional currently licensed in West Virginia such as, but not limited, to a social worker, dentist, practical nurse, occupational therapist, pharmacist, physical therapist, physician, physician assistant, psychologist, registered professional nurse, or speech-language pathologist.

3.22. Life care contract. -- A contract between the licensee and an individual in which the licensee agrees to provide long-term residential care for the individual for the remainder of the individual's life, regardless of the level of care needed by the individual.

3.23. Major incident. -- An event or occurrence, the outcome of which places one or more residents' health and well-being in jeopardy or imminent danger, as for example: a fall, accident or other event which seriously injures or threatens the life of the resident; a resident death occurring from other than natural causes; a missing resident who is likely to injure himself or herself or who needs medication or treatment on a regular basis and who is likely to have difficulty returning to the residential care community on his or her own; assaults on a resident resulting in injury; or events which cause the disruption of normal residential care community activity, such as threats or occurrences of extreme violence, explosions, fire or natural disasters.

3.24. Mental disorder. -- A mental illness that affects the well-being or behavior of an individual to such an extent that for his or her own welfare or the welfare of others, he or she requires treatment.

3.25. Neglect. -- Failure to provide for the necessities of daily living or the lack of care for significant medical problems.

3.26. Nursing care and nursing services. -- Those procedures commonly employed in providing for the physical, emotional and rehabilitation needs of the ill or otherwise incapacitated which require technical skills and knowledge beyond that which the untrained person possesses, including, but not limited to, such procedures as irrigations, care of decubitus ulcers, catheterizations, special procedures contributing to rehabilitation and administration of medication by any method which involves a level of complexity and skill in administration not possessed by the untrained person.

3.27. Nursing support staff. -- Registered professional nurses, practical nurses, and nursing assistants employed by the licensee to provide direct hands-on nursing services to residents.

3.28. Office of Health Facility Licensure and Certification. -- The West Virginia Office of Health Facility Licensure and Certification within the Office of Inspector General.

71CSR23

3.29. Ongoing nursing care. -- The nursing care required when a deviation in health is expected to continue over a lengthy period of time, i.e., in excess of 90 days, with minimal or no improvement.

3.30. Personal assistance. -- Personal services, including, but not limited to the following: help in walking, bathing, dressing, feeding, getting in or out of bed, or supervision required because of the age or mental impairment of the resident.

3.31. Physical restraint. -- A device which physically limits, restricts, or deprives an individual of movement or mobility.

3.32. Registered long term care nursing assistant. -- Any individual who has met the requirements for entry in the long-term care nursing assistant registry, established under the requirements of 42 CFR § 483.150, § 483.152 through § 483.154, related to nurse aide training.

3.33. Restorative care. -- Care directed toward assisting a resident to achieve and maintain an optimal level of self-care and independence and providing assistance to residents in learning or relearning skills needed in everyday activities.

3.34. Self-administration of medications. -- The act of a resident, who is independently capable of reading and understanding the labels of drugs ordered by a physician, in opening and accessing prepackaged drug containers, accurately identifying and taking the correct dosage of the drugs as ordered by the physician, at the correct time and under the correct circumstances.

3.35. Self-preservation. -- The capability of, at least, removing one's physical self from situations involving imminent danger, such as fire.

3.36. Service plan. -- A written description of the services being provided to the residents to meet all of the needs identified in his or her functional needs assessment.

3.37. Supervision. -- The assumption of varying degrees of responsibility for the safety and well-being of residents including, but not limited, to the following: knowing the resident's location to the extent identified as a need by the resident functional needs assessment; monitoring through observation the activities of the resident while on the premises of the residential care community to ensure his or her health, safety and well-being; reminding the resident of any important activities of daily living and prescribed medication; purchasing of food and other supplies; meeting nutritional needs; arranging for or providing transportation as necessary; and other similar activities.

3.38. Supervision of self-administered medications. -- A personal service which includes reminding residents to take medication, opening medication containers for residents, reading the medication label to residents, observing residents while they take medication, checking the self-administered dose against the label on the container, and reassuring residents that they have obtained and are taking the dosage as prescribed.

§71-23-4. State Administrative Procedures.

4.1. General licensing provisions.

71CSR23

4.1.1. A person establishing, maintaining, offering, operating or advertising a residential care community shall obtain from the Director a license authorizing the operation, which license remains unsuspended, unrevoked and unexpired.

4.1.2. A license is valid only for the licensee and for the structure named in the application and identified on the license. Separate buildings on the same premises operated as residential care communities require separate licenses. The license is not transferable or assignable. The license shall be surrendered to the Director upon written demand, or immediately, when the residential care community ceases provision of services.

4.1.3. Neither the name of the residential care community nor the residential care community's advertising shall use the words "clinic", "hospital", "nursing home", "personal care home", or any other words which suggest a type of facility other than a residential care community. If the licensee owns more than one residential care community, each residential care community shall have a separate identification. The licensee shall notify the Director of any change in the name of the residential care community.

4.1.4. Residential care communities which have residents who need limited and intermittent nursing care shall comply with section 12 of this rule in addition to all other requirements of this rule.

4.1.5. The licensee is responsible for compliance with this rule, the terms of the residential care community's license; W. Va. Code §§16B-9-1, *et seq.*; other relevant federal, state or local laws and regulations; and with the residential care community's policies.

4.1.6. A licensee shall not rent, lease or use the premises for any purpose that disrupts the activities of the residents.

4.1.7. A residential care community that intends to provide adult day care shall notify the Director of the number of individuals it plans to serve in addition to the residential care community census. The Director shall approve the provision of day care for the number of individuals identified based on space, accommodations and staffing before day care residents are accepted. Individuals being provided with this service shall have health screening as required for residential care community residents and shall be capable of self-preservation.

4.1.8. A licensee shall not advertise, assert, represent or otherwise imply in any manner that it may render care or services other than those specifically identified within the scope of its license.

4.1.9. The Director may issue an initial or a renewal license for a period not to exceed one year: Provided, That if an applicant timely submits, in conformance with this rule and W. Va. Code §§16B-9-1, *et seq.*, an application for renewal of a license currently in effect, together with payment of the proper fee, the license shall continue in effect until;

4.1.9.a. One year following the expiration date of the license;

4.1.9.b. The date of the revocation or suspension of the license pursuant to this rule and W. Va. Code §§16B-9-1, *et seq.*; or

4.1.9.c. The date of issuance of a new license, whichever date occurs first.

4.2. Initial License.

4.2.1. Applicants for initial licensure as a residential care community shall submit their applications to the office of health facility licensure and certification of the West Virginia department of health and human resources. Pursuant to W. Va. Code §16B-9-6(a), the application shall include the following information:

4.2.1.a. The name and address of the applicant;

4.2.1.b. The name, address and principal occupation:

4.2.1.b.1. Of each person who, as a stockholder or otherwise, has a proprietary interest of 10% or more in the applicant;

4.2.1.b.2. Of each officer and director of a corporate applicant; and

4.2.1.b.3. Of each trustee and beneficiary of an applicant which is a trust; and where a corporation has a proprietary interest of 25% or more in an applicant, the name, address and principal occupation of each officer and director of the corporation;

4.2.1.c. The name and address of the owner of the premises of the residential care community or proposed residential care community, if he or she is a different person from the applicant, and in that case, the name and address:

4.2.1.c.1. Of each person who, as a stockholder or otherwise, has a proprietary interest of 10% or more in the owner of the premises of the residential care community or proposed residential care community;

4.2.1.c.2. Of each officer and director of a corporate applicant; and

4.2.1.c.3. Of each trustee and beneficiary of the owner of the premises of the residential care community or proposed residential care community if he or she is a trust; and, where a corporation has a proprietary interest of 25% or more in the owner of the premises of the residential care community or proposed residential care community, the name and address of each officer and director of the corporation;

4.2.1.d. Where the applicant is the lessee or the assignee of the residential care community or the premises of the proposed residential care community, a signed copy of the lease and any assignment of the lease;

4.2.1.e. The name and address of the residential care community or the premises of the proposed residential care community;

4.2.1.f. The proposed bed quota of the residential care community and the proposed bed quota of each unit of the residential care community;

4.2.1.g. A list of the residential care community's employee positions and the duties of each position;

4.2.1.h. The name and address of the individual who is to serve as administrator;

4.2.1.i. Evidence of compliance with applicable laws and rules governing zoning, buildings, safety, fire prevention and sanitation as required by this rule; and

4.2.1.j. Documentation that the licensee has made provisions in policy to ensure the continuing care of all residents for the 30-day period after notification of a pending closure. Any expenses incurred by the Office of Health Facility Licensure and Certification to provide continuing resident care (i.e., food, staff, etc.) during this 30-day period, are the responsibility of the owner.

4.2.2. The application shall be on forms provided by the Director and shall bear the notarized signature of the applicant. The signature on the application and accompanying forms serves as a release for obtaining references, credit and other background information. The application shall be accompanied by a non-refundable license fee in the amount shown on the form as established pursuant to W. Va. Code §16B-9-6(e). The fee shall be in the form of a check or money order payable to the Office of Health Facility Licensure and Certification. The Director shall not review incomplete forms; they shall be returned to the applicant. The applicant shall provide the Director with a balance sheet showing all expenses and all income on forms provided by the Director, including but not limited to, reimbursement of the owners, lease payment, and monthly rates charged. As mandated by W. Va. Code §16B-9-6(e), the applicant bears the cost of the initial licensure inspections or inspections for changes in licensed bed capacity. An applicant shall pay the fee to the Office of Health Facility Licensure and Certification before the issuance of an initial or amended license.

4.2.3. Applicants for initial licensure shall provide to the Director a preliminary operating plan which shall include a proposed budget that projects monthly income, lease payment and reimbursement of the owners.

4.2.4. The applicant shall submit the application and fee at least 90 days prior to the date proposed for commencement of operations.

4.2.5. Except as specified in section 4.11. of this rule, the Director shall, after inspection, issue an initial license, if the applicant complies with this rule.

4.2.6. If any residents of a residential care community are to be moved to another location owned or operated by the same licensee, the licensee shall apply for a license for the new location at least 90 days in advance of the move.

4.3. Waivers.

4.3.1. The Director, in consultation with the Inspector General, may waive the requirements of this rule if after a thorough investigation, the Director determines that the waiver will not adversely affect the health, safety, welfare or rights of the residents.

4.3.2. In order to request a waiver, the licensee or resident shall submit a written request for the waiver at least 30 days in advance of the date on which the waiver is requested to begin. The request shall:

4.3.2.a. Specify the specific requirement in this rule for which the waiver is requested;

4.3.2.b. Specify the time period for which the waiver is requested;

4.3.2.c. Include specific and detailed reasons for the request;

4.3.2.d. Explain why the specific requirement cannot be complied with; and

4.3.2.e. Document that there will be no adverse effect on resident health, safety, welfare, or rights if the waiver is granted.

4.4. License Renewal.

4.4.1. Applications for renewal of a license shall be postmarked or hand delivered to the Director a minimum of 90 days prior to the expiration date appearing on the currently held license.

4.4.2. Except as specified in section 4.11. of this rule, the Director shall issue a renewal license when the following conditions are met:

4.4.2.a. The residential care community is found to be in substantial compliance with this rule;

4.4.2.b. The applicant has submitted a complete application and all requested documentation regarding financial capability and management of the residential care community; and

4.4.2.c. The residential care community has met all Class I standards as set forth in section 4.10. of this rule.

4.5. Provisional License.

4.5.1. The Director may issue a provisional license when:

4.5.1.a. The residential care community has failed to meet all the requirements of W. Va. Code §§16B-9-1, *et seq.*, provided that care given in the residential care community is adequate for the residents' needs and the residential care community has demonstrated improvement and evidences potential for substantial compliance during the term or the provisional license; or

4.5.1.b. All requirements for renewal of a license are not met prior to the expiration of the previously issued license.

4.5.2. The Director shall not issue a provisional license when the residential care community:

4.5.2.a. Is in violation of any Class I standard; or

71CSR23

4.5.2.b. Has a record of noncompliance with this rule.

4.5.3. The Director shall not renew a provisional license.

4.5.4. The Director shall determine the period of time for which a provisional license is issued. However, in no instance shall this period exceed one year.

4.5.5. If the owner of a residential care community is denied a provisional license or a provisional license expires, the Director shall treat a subsequent application for a license as application for an initial license and the owner shall meet the requirements for an initial license including the cost of an initial application fee and inspections as determined by the Director.

4.6. Inspections.

4.6.1. The Director shall inspect residential care communities as is necessary to carry out the intent of W. Va. Code §§16B-9-1, *et seq.*, and this rule.

4.6.2. The Director has the right to enter, without prior notice, the premises of a residential care community, or any building for which there is reason to believe it is being operated or maintained as a residential care community without license, to conduct inspections. If the owner or person in charge of the residential care community refuses entry, the Inspector General may apply to the circuit court in which the residential care community is located or the circuit court of Kanawha County for a warrant to authorize an inspection or to compel admittance to the premises of an unlicensed residential care community.

4.6.3. The Director shall conduct at least one inspection of a residential care community prior to the issuance of an initial license. Inspections shall be conducted after the following conditions have been met:

4.6.3.a. The application and fee have been received and been determined to be complete;

4.6.3.b. All requested documentation verifies the readiness of the residential care community for an inspection;

4.6.3.c. Fees for the cost of inspections have been received by the Director; and

4.6.3.d. Necessary inspections can be scheduled.

4.6.4. The Director shall conduct periodic unannounced inspections to determine a residential care community's continued compliance with applicable statutes and rules.

4.6.5. The Director shall prepare a written report of any inspection made pursuant to this rule within 15 days of the completion of the inspection and shall mail a copy to the licensee or administrator, as applicable, specifically listing any violation of this rule.

4.7. Complaint Investigation.

4.7.1. Any person may register a complaint with the Director alleging a violation or violations of this rule by a residential care community or a facility alleged to be operating unlawfully as a residential care community. The complainant shall state the substance of the complaint and identify the residential care community by name and/or address.

4.7.2. The Director may conduct investigations as necessary to determine the validity of the complaint and shall notify the licensee of the residential care community or the operator of a facility alleged to be operating unlawfully as a residential care community of the substance of the complaint at the time of the completion of any investigation.

4.7.3. The Director shall notify the licensee of any corrective action required, the time frame for completion of the corrective action and any disciplinary action to be taken by the Director, in consultation with the Inspector General.

4.7.4. The Director shall keep the names of a complainant and of any resident named in the complaint confidential and shall not disclose the names to the public without written permission of the complainant and the resident and his or her legal representative, if any. The Director shall delete the name of a complainant or resident named in a complaint or information contained in the report of an investigation which could reasonably identify the complainant or any resident, unless the resident gives written permission for the disclosure or there is clear and convincing evidence in a particular instance which requires disclosure of names.

4.7.5. If a complaint becomes the subject of a judicial proceeding, nothing in this rule shall be construed to prohibit the disclosure of information that would otherwise be disclosed in judicial proceedings.

4.7.6. Any type of discriminatory treatment of a resident by whom, or upon whose behalf, a complaint has been submitted to the Director, within 120 days of the filing of the complaint or the institution of such action, raises a rebuttable presumption that the discriminatory treatment action was taken by the licensee in retaliation for the complaint or action.

4.7.7. If, after an investigation, the Director determines that the complaint has merit, he or she shall advise any injured party of the possibility of a civil remedy. In addition, residents, residents' families or legal representatives or ombudsmen may also independently pursue civil remedies for violations of this rule.

4.7.8. If a residential care community which is found to have violated one or more requirements of this rule during a routine inspection, or a complaint or other investigation fails to correct the violations within 120 days of the completion of the inspection or investigation, the Director shall give written notice of the uncorrected violations and of the amount of time until the Director will report² the residential care

² Under the provisions of 42 U.S.C. §1616(e) and 45 CFR, Part 1397 – Standard Setting Requirements for Medical and Nonmedical Facilities Where Social Security Income (SSI) Recipients Reside, all states are required to “establish, maintain, and ensure the enforcement of standards for any category of institutions, foster homes, or group living arrangements, in which, as determined by the state, a significant number of recipients of Supplemental Social Security Income (SSI) benefits resides or is likely to reside. SSI residents who live in relevant facilities which violate any of the standards will be subject to a reduction in their SSI payments ... in an amount equal to any state supplementary benefit or other payment made by the state for any medical or remedial care provided them by the

community's lack of compliance with the rule to the Social Security Administration and to all residents, their families and any legal representatives. The Director shall also provide all residents with a list³ of approved facilities and agencies to assist them in moving.

4.7.9. If a residential care community is found to have violated one or more requirements of this rule during a routine inspection or a complaint or other investigation fails to correct the violations within 210 days of the completion of the inspection or investigation, the Director shall report⁴ the residential care community's lack of compliance with this rule to the Social Security Administration. The Director shall also provide all residents, their families and any legal representatives with a list⁵ of approved facilities and agencies.

4.8. Plans of Correction.

4.8.1. The licensee of a residential care community found on the basis of inspection or other investigation to have violations of requirements in this rule shall develop a plan of correction which shall be signed and dated by the licensee and submitted to the Director within 15 working days of receipt of the report of the inspection or other investigation.

4.8.2. The Director shall require immediate correction in the case of a violation constituting immediate and serious threats to the health or safety of a resident or employee.

4.8.3. The plan of correction shall specify:

4.8.3.a. The violations to be corrected;

4.8.3.b. Action taken or proposed to correct the violations and procedures to prevent their recurrence; and

4.8.3.c. A calendar date by which the violations shall be corrected, which shall allow the shortest possible time in which the residential care community may reasonably be expected to correct the violation. A residential care community shall ordinarily be expected to comply with the rule within 60 days of the inspection; however, the Director may allow more time for certain types of deficiencies.

4.8.4. The plan of correction shall be approved, modified or rejected in whole or in part by the Director in writing.

4.8.5. In modifying or rejecting a proposed plan of correction, the Director shall state the reasons for the modification or rejection.

facility." As part of their responsibilities under the federal regulations, states are required to make certain reports to the residents of deficient facilities and to the appropriate regional office of the United States Social Security Administration.

³ See also footnote 2. The purpose of the notification is to inform residents that they do not have the protection of the violated requirement; the list is intended to provide assistance to residents in moving if the lack of compliance by the residential care community endangers them or causes a reduction in their benefits.

⁴ See footnote 2.

⁵ See footnote 3.

4.8.6. When the Director rejects a plan of correction, the licensee has a reasonable amount of time, but no more than 15 working days, to submit a revised plan.

4.8.7. The Director may conduct reasonable and necessary procedures, including a follow-up on-site inspection, to verify the correction of any violations identified during an inspection or any other investigation.

4.9. Release of Reports and Records.

4.9.1. The Director, from the time of receipt, shall make available for public inspection, and upon request, provide copies of the following at a reasonable cost:

4.9.1.a. Information concerning and actual applications and exhibits;

4.9.1.b. Inspection reports;

4.9.1.c. Reports on the results of investigations conducted in response to complaints;

4.9.1.d. A current list of the names and addresses of residential care communities found to be in violation of this rule, including the details of each violation; and

4.9.1.e. Any other reports filed with or issued by the Director pertaining to the compliance of a residential care community with applicable laws and rules.

4.9.2. The names of residents shall be kept confidential and shall not be disclosed without the residents' written permission or by order of court of record. Nothing contained in this rule shall be construed to require or permit the public disclosure of confidential medical, social, personal or financial records of any resident. Before releasing a report or record judged public information, the Director shall delete any confidential information regarding a resident which would reasonably permit identification of the resident.

4.10. Classification of Standards.

4.10.1. In accordance with W. Va. Code §16B-9-5(c), a classification for each standard in this rule is established according to the following:

4.10.1.a. Class I standards are those the violation of which would present either an imminent danger to the health, safety or welfare of any resident or substantial probability that death or serious physical harm would result;

4.10.1.b. Class II standards are those the violation of which would have a direct or immediate relationship to the health, safety or welfare of any resident but which would not create imminent danger; and

4.10.1.c. Class III standards are those the violation of which would have an indirect or potential impact on the health, safety or welfare of any resident.

4.11. Non-Issuance of Initial or Renewal License.

4.11.1. The Director may refuse to issue either an initial or a renewal license if he or she finds evidence of the following:

4.11.1.a. Lack of financial stability to operate, such as insufficient capital, delinquent accounts, checks returned because of insufficient funds, and nonpayment of taxes, utility expenses and other essential services;

4.11.1.b. Either the applicant or the administrator has been arrested for, adjudicated, and convicted of any felony or misdemeanor relevant to the provision of care in a health care facility or operating a health care facility;

4.11.1.c. The applicant has been denied or has had a license to operate a health care facility revoked in West Virginia or any other jurisdiction during the previous five years;

4.11.1.d. The applicant has a record of noncompliance with lawful orders of the Office of Health Facility Licensure and Certification or other licensing or certification agency for any jurisdiction in which the applicant has operated, directed or participated in the operation of a health care facility;

4.11.1.e. The owner or person in charge of the residential care community has refused entry to the Director's duly authorized representative for an inspection or survey;

4.11.1.f. The licensee has inappropriately converted for its own use the property of a resident;

4.11.1.g. The licensee has secured property, or a bequest of property, from a resident by undue influence;

4.11.1.h. The licensee has submitted false information either on the licensure or renewal application forms or during the course of an inspection or survey of the residential care community; or

4.11.1.i. In the instance of an application for a renewal license, the licensee has failed to correct a violation of any Class I standard or has failed to be in substantial compliance with the requirements of this rule.

4.11.2. The Director, in consultation with the Inspector General, shall consider all available evidence at the time of the determination, including the history of the residential care community and the applicant in complying with this rule, notices of violations which have been issued to the residential care community and the applicant, findings of surveys and inspections, and any evidence provided by the licensee, residents, law enforcement officials, and other interested individuals.

§71-23-5. Administrative, Staffing, and Personnel Requirements.

5.1. General Administrative Requirements.

5.1.1. The licensee shall, in consultation with a licensed health care professional, establish and adopt written policies and procedures, which are consistent with this rule and specific to the residential

care community, governing the care and safety of residents (i.e., notification of a resident's family, legal representative and physician regarding any apparent significant deviations from the resident's normal condition; administration of medications and treatments, disposal of outdated or discontinued medications in accordance with applicable State and federal laws, assistance with activities of daily living, the provision of limited and intermittent nursing care if applicable, infection control, admission, discharge and transfer of residents, and release of information from resident records). Policies and procedures will be developed by the residential care community governing the protection of residents' personal property (i.e., periodic inventories of each resident's personal possessions) and rights, the operation of the residential care community, the services provided by the residential care community, emergency procedures and disaster plan, complaint procedures, and all other policies and procedures required by this rule. (Class III)

5.1.2. Policies and procedures shall be in writing, signed and dated by the administrator at the time of adoption and kept current with changes indicated by a dated signature of the administrator. (Class III)

5.1.3. A copy of each policy and procedure shall be available for inspection on request by employees, residents and the general public. (Class III)

5.1.4. The residential care community shall have written rules governing resident behavior and responsibilities as follows: smoking; alcohol consumption; visitation; recreational activities (including television); laundry; and the use and storage of personal belongings such as furnishings and clothing. House rules may not be inconsistent with this rule. (Class III)

5.1.5. Those residential care communities that provide limited and intermittent nursing care shall comply with the requirements established in Section 12 of this rule. (Class I)

5.1.6. The licensee shall not manage the personal finances or funds of its residents. The licensee shall not serve as a resident's legal representative. (Class III)

5.2. The Licensee.

5.2.1. The licensee is responsible for compliance with this rule; the terms of the residential care community's license; W. Va. Code §§16B-9-1, *et seq.*; other relevant federal, State or local laws and regulations; and with the residential care community's policies. (Class II)

5.2.2. The licensee shall:

5.2.2.a. Give evidence of financial responsibility; (Class III)

5.2.2.b. Protect the physical and mental well-being of the residents; (Class II)

5.2.2.c. Keep the records and make the reports required by this rule; (Class III) and

5.2.2.d. Meet the qualifications of the administrator if he or she assumes those duties. (Class III)

5.2.3. The licensee shall maintain fiscal records which accurately identify, summarize, and classify funds received and disbursed for the operation of the residential care community. A recognized system of accounting shall be used to accurately reflect details of the business. The residential care community shall be administered on a sound financial basis consistent with good business practices. Evidence of issuance of bad checks or accumulation of delinquent bills shall constitute prima facie evidence that the ownership lacks satisfactory proof of financial ability to operate the residential care community in accordance with the requirements of W. Va. Code §16B-9-6. (Class III)

5.2.4. The licensee shall maintain a liability insurance policy in an amount that will cover all injuries to any residents. (Class III)

5.2.5. The licensee shall notify the Director in writing within 10 days of any permanent change in the administrator of a residential care community. A licensee shall not operate a residential care community more than 30 days without a qualified administrator unless the Director grants an extension, based on a determination that a reasonable attempt has been made to find a suitable replacement. (Class III)

5.3. Administrator.

5.3.1. A residential care community shall have an administrator who is at least 21 years of age and has an associate degree, or its equivalent in a related field. (Class III)

5.3.2. The administrator of a residential care community shall have a personal history which does not contain the following: evidence of abuse, fraud, or substantial and repeated violations of applicable laws and rules in the operation of any health or social care facility or service organization, or in the care of dependent persons; and conviction of crimes relevant for the provision of care to a dependent population as evidenced by a criminal investigative background check. (Class II)

5.3.3. The administrator shall participate in 10 hours of training related to the administration and operation of a residential care community annually. Attendance records shall be maintained on file at the residential care community. (Class III)

5.3.4. The administrator is responsible and accountable for the development and execution of all policies and procedures required by this rule and shall be able to conform to applicable statutes, rules and regulations; know the requirements of the rule for residential care communities; and ensure the adequacy and appropriateness of services delivered to the residents. (Class II)

5.3.5. The administrator or a responsible employee, designated in writing, shall be available and in charge of the residential care community at all times. (Class III)

5.4. Employment Standards.

5.4.1. The residential care community shall have written personnel policies and procedures which appropriately meet the needs of the residential care community. (Class III)

5.4.2. The administrator shall assure that all staff of the residential care community meet the age requirements of applicable State and federal law, rules and regulations and are free from communicable disease in an infectious stage. (Class I)

5.5. Staffing Requirements.

5.5.1. Each residential care community shall have a minimum of one residential staff 24 hours per day (i.e., one per eight-hour shift) and shall have a sufficient number of qualified employees on duty to provide the residents with all of the care and services they require. (Class I)

5.5.2. Awake staff shall be present in the residential care community during normal resident sleeping hours when residents require supervision during sleeping hours or are in need of limited and intermittent nursing services unless all residents are certified by a physician or psychologist as not being in need of sleep time supervision and they are not in need of limited and intermittent nursing services. (Class I)

5.5.3. A multi-story residential care community shall maintain at least one awake staff per story while residents are sleeping, except that the Director shall permit one awake staff in a multi-story residential care community if:

5.5.3.a. The residents of the residential care community are certified by a physician or psychologist as not being in need of supervision during sleeping hours; (Class I)

5.5.3.b. The residential care community has no residents who are in need of limited and intermittent nursing services; (Class I) and

5.5.3.c. The residential care community has an immediate emergency call system from the residents to the awake staff person. (Class I)

5.5.4. The residential care community shall have the staff needed to meet the laundry, food service, housekeeping, and maintenance requirements of this rule. (Class II)

5.5.5. When regular staff and supervisory staff are absent due to illness and vacations, there shall be coverage by substitute personnel with comparable qualifications. (Class I)

5.5.6. The licensee of the residential care community shall maintain and furnish to the Director upon request, information setting forth the number (in full-time equivalents) and types of employees on duty in the residential care community at any given time. (Class III)

5.5.7. If a resident experiences a poor outcome related to a lack of supervision or unmet care needs, the Director may require the licensee to add staff. (Class II)

5.6. Employee Orientation and Training.

5.6.1. The licensee shall provide training for new employees within the first 24 hours of association with the residential care community in emergency procedures and disaster plans, including

the following: evacuation procedures, procedures to report a missing resident, medical emergencies, accidents, fire, natural disasters or other emergencies. (Class II)

5.6.2. The licensee shall maintain a written plan of orientation and training for employees. The training shall be provided within the first 15 days of employment and shall include the following:

5.6.2.a. Policies and procedures; (Class III)

5.6.2.b. The rights and responsibilities of residents including protection of resident privacy and confidentiality; (Class III)

5.6.2.c. Complaint procedures; (Class III)

5.6.2.d. Procedures and agencies available in instances of abuse, neglect, and mistreatment: the State adult protective services agency, including its toll-free hot line number; the Office of Health Facility Licensure and Certification, including its telephone number; the state bureau of senior services, including its telephone number; and various other concerned advocacy and protection organizations; (Class III)

5.6.2.e. The care of aged, infirm or disabled adults with consideration for individual capabilities and needs; (Class III)

5.6.2.f. Personal assistance procedures as needed for resident care, including at a minimum, personal grooming care, personal hygiene care, nutritional services, and signs and symptoms of alteration in skin integrity; (Class III)

5.6.2.g. Specific duties and responsibilities of the residential staff for assisting current residents (i.e., a review of individualized service plans, the activities program and/or professionally designed intervention strategies to help a resident with behavioral health needs to manage his or her behavior); (Class III)

5.6.2.h. Cardiopulmonary resuscitation (CPR), as applicable, and first aid; (Class II) and

5.6.2.i. Infection control. (Class II)

5.6.3. The licensee may modify the initial orientation and training for individual employees if the individual is registered as a nurse aide and maintained as such on the nurse aide registry maintained by the Director. The registration satisfies the requirement for training in the areas of personal grooming, hygiene, assistance in feeding and activities of daily living. All other topics required by this rule shall be addressed in the employee's initial orientation and training program. This subdivision does not exclude individuals registered as nursing assistants from participation in annual ongoing in-service training. (Class III)

5.6.4. The licensee shall provide ongoing in-service training annually in these areas:

5.6.4.a. Resident rights and confidentiality; (Class III)

5.6.4.b. Abuse, neglect, mistreatment, and procedures to prevent the occurrence of those incidents; (Class II)

5.6.4.c. Emergency care of residents (first aid and as applicable, CPR) and emergency plans for the residential care community, including fire safety and evacuation plans; (Class II)

5.6.4.d. The responsibilities of the residential staff for assisting residents (i.e., individualized service plans, activity programs, etc.); (Class III) and

5.6.4.e. Infection control. (Class II)

5.7. Volunteers.

5.7.1. Volunteers rendering services in the residential care community shall adhere to the laws and rules governing confidential treatment of residents' personal information and provide evidence that they are free from communicable disease in an infectious stage. (Class II)

5.8. Personnel Records.

5.8.1. The licensee shall maintain a confidential personnel record on each employee, including the administrator, who provide services to residents. Each record shall contain at least the following:

5.8.1.a. An employment application which includes at least the individual's current home address and telephone number, emergency contacts, and social security number; (Class III)

5.8.1.b. Documentation of the results of a screening through the West Virginia state police central abuse registry regarding previous convictions involving abuse, mistreatment or neglect of dependent populations or theft of the property of those populations, documented verification of past employment or personal references, and a check of the nurse aide abuse and neglect registry established by the West Virginia Clearance for Access: Registry and Employment Screening, as evidenced by an eligibility determination from West Virginia Clearance for Access: Registry and Employment Screening, subject to the provisions of W. Va. Code §§16B-15-1, *et seq.*, and W. Va. Code R. §§71-11-1, *et seq.*; (Class III)

5.8.1.c. A record of orientation, annual and/or additional training, education and credentials; (Class II)

5.8.1.d. The date of employment and a position title and description; (Class III); and

5.8.1.e. A health record containing the results of an employment physical examination and annual screens for tuberculosis (tine test not acceptable) and other communicable diseases as indicated by the Director regarding exposure, prevalence or currently accepted medical practice in congregate living situations. The employment physical and tuberculosis screening shall be obtained in the first week of employment and annually thereafter. (Class II)

5.8.2. Personnel records shall be maintained on file at the residential care community for at least three years following the employee's termination of employment. The record shall have documentation of the date and reason for the employee's termination of employment. (Class III)

5.9. Administrative Admission Procedures.

5.9.1. The licensee shall not discriminate against residents or a prospective resident on the basis of race, national origin, religion, age, gender, sexual orientation or disability. The admissions policy shall state the resident population that the residential care community is licensed to serve and shall not discriminate within the confines of that definition. (Class III)

5.9.2. The relationship of a resident to the residential care community shall be covered by a written contract entered into at the time of or prior to the individual's admission. The contract shall specify the following information:

5.9.2.a. The residential care community's admission, retention and discharge criteria; (Class III)

5.9.2.b. Written assurance of the services that the residential care community will provide to meet the individual's needs; (Class III)

5.9.2.c. Full disclosure of all costs, an annual or monthly contract price, refund policy and an assurance that residents shall not be held liable for any cost that was not disclosed; (Class III)

5.9.2.d. How health care will be arranged or provided; (Class III)

5.9.2.e. The complaint process; (Class III)

5.9.2.f. How prescribed medications are obtained, and who is responsible for payment; (Class III) and

5.9.2.g. The storage, administration and disposal of medications.

5.9.3. Each party to the contract shall have a copy of the contract. If a current resident's existing contract does not meet the requirements of this rule, the resident shall be provided with a new or updated contract within 14 days of the effective date of this rule, (Class III)

5.9.4. Thirty days prior to any increases, additions, or other modifications of the rates, the licensee shall give written notice of the proposed changes to residents. (Class III)

5.9.5. The licensee shall inform and document notifying the resident of how to access the following information at the time of the agreement:

5.9.5.a. Information and referral services regarding the resident's utilization of social, recreational, and vocational activities within the residential care community;

5.9.5.b. How the resident's personal property will be protected from loss and theft;

5.9.5.c. How the residents will be assisted in making appointments for medical, dental, nursing or mental health services, and how transportation to and from these services will be arranged;

5.9.5.d. Policies and procedures for emergency situations that affect the well-being of residents, including, but not limited to the following: life-threatening medical emergencies (including whether CPR will be provided), fires, natural disasters, severely inclement weather, industrial accidents, major incidents, a missing resident and immediate or serious threats;

5.9.5.e. The responsibility for required medical examinations and treatment orders; policies regarding room changes, retention during temporary illness or a significant change in resident status, transfers and discharges, and the resident's and the licensee's transfer and discharge notification responsibilities;

5.9.5.f. House rules governing resident behavior and responsibilities; and

5.9.5.g. A resident's bill of rights which is consistent with this rule. (Class III)

§71-23-6. Resident Rights.

6.1. Posting of Information and General Rights.

6.1.1. The licensee shall post the following information, easily readable, in a conspicuous place:

6.1.1.a. Residents' rights; (Class III)

6.1.1.b. Phone numbers of the abuse hotline; the Office of Health Facility Licensure and Certification; the state ombudsman; and the regional ombudsman; (Class III)

6.1.1.c. Information about the ombudsman program— including:

6.1.1.c.1. The name, address and telephone number of the designated long-term care ombudsman program serving the region in which the residential care community is located;

6.1.1.c.2. A brief description of the services provided by the long-term care ombudsman program; and

6.1.1.c.3. A statement as to the penalties for willful interference and retaliation; (Class III)
and

6.1.1.d. The residential care community's current license. (Class III)

6.1.2. The licensee shall promptly notify the resident and the resident's legal representative or designated family member whenever there is a change in residents' rights. (Class III)

6.1.3. If a legal representative has been appointed for or designated by any resident as having the authority to exercise on behalf of the resident one or more of the resident's rights under this rule, the

licensee shall afford the legal representative full opportunity to exercise the authority. If an appointed or designated legal representative exercises this authority, he or she shall exercise his or her authority in a manner consistent with all applicable state and federal laws and rules and regulations. (Class III)

6.1.4. Nothing in this rule shall in any way be construed to diminish or deprive any individual of rights recognized and established under other laws of the State of West Virginia or of the United States. (Class III)

6.1.5. A resident shall be encouraged and assisted throughout the duration of his or her stay to exercise his or her rights as a resident and as a citizen, such as voting in governmental elections. (Class III)

6.1.6. A resident has the right to be free from restraint, interference, coercion, discrimination, or reprisal from the licensee in exercising his or her rights. (Class II)

6.2. Notice of Rights.

6.2.1. The licensee shall provide a copy of residents' rights to the residents with duplicates on request. The date the rights are distributed shall be recorded. (Class III)

6.2.2. The resident has the right to inspect all records pertaining to him or her and to purchase photocopies at a reasonable cost that is comparable to copying charges by local public agencies. (Class III)

6.2.3. Residents have the right, if they choose, to view the results of inspections and complaint investigations conducted by the Office of Health Facility Licensure and Certification. Deficiencies cited during the most recent survey and any complaint investigations conducted within the preceding 12 months, and the residential care community's plan of correction shall be located in a place accessible to residents. (Class III)

6.2.4. The licensee shall notify the resident and the resident's legal representative or designated family member at least 72 hours prior to a change in room or roommate assignment unless an emergency situation occurs. (Class III)

6.3. Treatment.

6.3.1. The resident has the right to participate in planning his or her overall care, to utilize the physician or pharmacist of his or her choice, to be fully informed in advance about care and treatment that may affect him or her, to make advanced directives about his or her medical care and to refuse treatment. (Class II)

6.3.2. No resident shall be abused, exploited, neglected, mistreated, or restrained by physical or chemical means.

6.3.2.a. Physical restraints may be used only if all the following conditions are present:

6.3.2.a.1. The restraints are used under a physician's order;

6.3.2.a.2. The restraints are used in an emergency for the safety of the residents or others;

6.3.2.a.3. The restraints are applied only by staff who have been trained in their use;

6.3.2.a.4. The restraints are cloth vests or soft belts;

6.3.2.a.5. The restraints are released every two hours for at least 10 minutes;

6.3.2.a.6. Professional help is called; and

6.3.2.a.7. The restraints are only used until professional help arrives, in no case exceeding 24 hours.

6.3.2.b. These procedures shall be documented and available for review by the Director. (Class I)

6.3.3. Any medical, dental or mental health professional, ordained minister, Christian science practitioner, religious healer, social service worker, peace officer, or law enforcement officer is required under the adult protective services law, W. Va. Code §9-6-9 to report any incident in which an incapacitated adult is neglected, abused, or in an emergency situation, subject to conditions likely to result in neglect, abuse or emergency, or has died as a result of abuse or neglect. Reports of neglect, abuse or emergency situations shall be made immediately to the local adult protective services or by calling the adult protective services hotline number, as required by law, and to the Office of Health Facility Licensure and Certification. The Director may report alleged failures by a licensed health care professional to report alleged incidents of neglect or abuse or emergency situations to the individual's licensing board. (Class I)

6.3.4. The licensee shall assure that all alleged violations involving abuse, exploitation or neglect are immediately and thoroughly investigated and documented by the licensee or his or her designee on receipt of the allegation. While the investigation is in progress, measures shall be taken to ensure that abuse does not occur. (Class I)

6.3.5. If the allegation is substantiated, the licensee shall assure that appropriate sanctions are invoked, or actions are taken to prevent a recurrence of alleged abuse, exploitation or neglect. (Class I)

6.3.6. The licensee shall assure that the Office of Health Facility Licensure and Certification has been notified within 72 hours of the date of the allegation of abuse, exploitation, or neglect. The licensee shall concurrently forward to the Director documentation of the investigation, the results of the investigation and the response to the investigation. (Class III)

6.3.7. The resident has the right to refuse to participate in experimental research. A resident shall participate in experimental research only on the basis of prior written informed consent. Any informed consent procedures shall be in conformance with applicable state and federal laws, rules and regulations. (Class I)

6.4. Self Determination.

6.4.1. A resident has the right to meet with and participate in the activities of social, religious and other local groups, at his or her discretion. (Class III)

6.4.2. Residents have the right to assemble and organize themselves as a group to solicit and recommend improvements in the residential care community's services and to resolve problems that may arise between the residents and the licensee. (Class III)

6.4.3. A resident shall not be compelled to retire at night or arise in the morning at the same set time. (Class III)

6.4.4. Residents have the right to be free to leave the residential care community, however, this right does not absolve the licensee of the responsibility to supervise residents. (Class II)

6.5. Privacy and Confidentiality.

6.5.1. The resident has the right to personal privacy and confidentiality of his or her personal and permanent resident record. Personal privacy includes accommodations, medical treatment, written and telephone communications, personal assistance, visits and meetings of family and resident groups. (Class II)

6.5.2. The resident has the right to associate and communicate privately with persons of his or her choice. (Class III)

6.5.3. No person shall enter a resident's apartment without identifying him or herself to the resident and receiving the resident's permission to enter. (Class III)

6.6. Complaints.

6.6.1. The resident has the right to voice grievances with respect to treatment or care furnished without discrimination or reprisal for voicing the grievance. (Class II)

6.6.2. The resident has the right to prompt action by the licensee to resolve grievances the residents might have, including those with respect to the behavior of other residents. The licensee shall respond to the complainant in writing within 24 hours for serious complaints, such as abuse, neglect, or injuries of unknown origin. For complaints of a less serious nature, the licensee shall respond to the complainant in writing no later than 4 days after the complaint is filed. (Class III)

6.6.3. Nothing in this rule shall be construed to limit in any way the lawful authority of the Secretary of the West Virginia Department of Human Services to administer and implement W. Va. Code §9-6-1, *et seq.* relating to adult protective services. (Class II)

6.7. Work.

6.7.1. The resident has the right to be employed outside the residential care community. (Class III)

6.7.2. The resident has the right to refuse to perform services for the residential care community. (Class III)

6.7.3. The resident has the right to perform services for the residential care community when:

6.7.3.a. The licensee has documented the resident's need or desire for work in the service plan in the resident's record; (Class III)

6.7.3.b. The agreement specifies duties, hours of work and compensation; (Class III)

6.7.3.c. The agreement is not a condition for admission or continued residence; (Class III) and

6.7.3.d. The resident enters into the agreement voluntarily. (Class III)

6.7.4. Any resident who performs any staff duties shall meet the personnel and health requirements for that position. (Class II)

6.7.5. A licensee shall not permit residents to perform work which creates conditions potentially hazardous for themselves or others. (Class I)

6.8. Mail and Communication.

6.8.1. The resident has the right to send and promptly receive unopened mail. A staff member shall only open and read correspondence on the direct written request of the resident. (Class III)

6.8.2. The resident has the right to have access to stationary, postage and writing implements. (Class III)

6.8.3. The resident has the right to have access to a telephone. Privacy shall be afforded to the residents during telephone use. (Class III)

6.9. Access and Visitation Rights.

6.9.1. The resident has the right to receive visitors. Relatives and members of the clergy shall be permitted to visit at any time. Any entity or individual that provides health, social, legal, or other services to a resident, shall be permitted access to the resident. All visitation is subject to the residents' right to deny or withdraw consent at any time. (Class I)

6.9.2. The resident has the right to receive information from agencies acting as client advocates such as the State's long-term care ombudsman program, and to be afforded the opportunity to contact these agencies. (Class II)

6.10. Personal Property.

6.10.1. The resident has the right to retain and use personal possessions including furnishings, and clothing as space permits, unless to do so would infringe upon the rights, health or safety of other residents. (Class III)

6.11. Civil Rights.

6.11.1. Individuals have the right to be free from discriminatory practices related to admission or services on the grounds of race, religion, national origin, age, gender, sexual orientation or disability. (Class II)

§71-23-7. Health Care Standards.

7.1. Admission

7.1.1. Only self-preservation individuals shall be admitted. The resident record shall include documented certification by a physician or psychologist that the resident is capable of self-preservation by virtue of his or her ability to follow directions and, with prompting, if necessary, to take appropriate action for self-preservation under emergency conditions, except as provided in this section. The certification shall be updated as indicated by changes in the resident's physical or mental condition. (Class II)

7.1.2. Individuals admitted may be in need of personal assistance in activities of daily living, in need of supervision because of mental or physical impairment, or have limited and intermittent nursing care needs. (Class II)

7.1.3. Individuals requiring ongoing or extensive nursing services shall not be admitted. (Class II)

7.1.4. Individuals requiring a level of service for which the residential care community is not licensed or does not provide shall not be admitted. (Class I)

7.2. Retention of Residents Whose Condition and Functional Ability Declines After Admission.

7.2.1. In a residential care community, individuals who qualify for and are receiving services coordinated by a licensed hospice may receive these services, except those services utilizing equipment which requires auxiliary electrical power in the event of a power failure, such as suction apparatus, and intravenous or tube feeding pumps, shall not be used unless the residential care community has a backup power generator. In the event that a resident is receiving limited or intermittent nursing care or hospice services, the licensee shall assure that the resident has privacy in care and the ability to evacuate in an emergency. The provision of services to the residents receiving limited or intermittent nursing care or hospice care shall not interfere with the provision of services to other residents. (Class I)

7.2.2. If a resident exhibits symptoms of a mental or developmental disorder, and the resident is not receiving services to meet his or her current needs, is not a client of a behavioral health center or does not have a case manager, the licensee shall advise the resident's physician and on his or her advice notify the resident or his or her legal representative of the behavioral health service options within the local area. If the resident or his or her legal representative fails to meet the resident's needs in this area in a timely manner, then the licensee shall, after consultation with the resident's physician, refer the resident to a licensed behavioral health agency. (Class II)

7.2.3. The licensee shall seek immediate treatment for a resident or refuse to admit a prospective resident if the licensee has reason to believe that the resident may suffer serious harm or is likely to cause serious harm to himself or herself or to others if appropriate interventions are not provided in a timely manner. (Class I)

7.2.4. A resident who becomes incapable of self-preservation subsequent to admission may remain in the residential care community for 90 days during a temporary illness or recovery from surgery if the resident does not require nursing care in excess of limited and intermittent nursing care, the resident is not incapable of self-preservation for more than 90 days, and the following criteria are substantiated through resident interview:

7.2.4.a. The resident requests to remain in the residential care community; (Class II)

7.2.4.b. The resident is advised of the availability of other specialized healthcare facilities to treat his or her condition; (Class II)

7.2.4.c. The need for specialized health care is the result of a medical pathology or a result of the normal aging process. (Class II)

7.2.5. The licensee shall maintain a non-self-preserving resident's safety and meet their needs until such time as the resident's condition improves or he or she is discharged. (Class I)

7.3. Discharge and Transfer Procedures.

7.3.1. The licensee of a residential care community with a resident who needs more than limited and intermittent nursing care shall inform the resident or his or her legal representative of the need to move the resident to a health care facility with the capability of providing the needed level of nursing care. (Class III)

7.3.2. The licensee shall assist the resident and his or her legal representative to attempt on a weekly basis to secure placement in alternative care facilities. (Class III)

7.3.3. The licensee shall thoroughly document in the resident's record efforts made to obtain placement in alternative care facilities and refusals from the facilities in the event that the resident is unable to secure alternative placement and remains in the residential care community. (Class III)

7.3.4. The licensee shall give the residents 30-day notice prior to discharge unless an emergency situation which requires transfer to a hospital or other higher level of care exists or if the resident is a danger to himself or herself or others. A copy of the written discharge notice shall be filed in the resident's record. (Class III)

7.3.5. Prior to transfer or discharge, the licensee shall prepare a summary to accompany the resident which shall include the residents' functional needs assessment, individualized service plans, current physician's orders, any advanced directives, any allergies and pertinent progress notes. (Class II)

7.4. Records.

7.4.1. All resident records containing the information required by this rule shall be retained at the residential care community in a secure area and shall be made available for inspection by the Director's duly authorized representative. (Class III)

7.4.2. The licensee shall begin at admission, maintain, and keep current, a record for each resident. (Class II)

7.4.3. The resident's record shall include:

7.4.3.a. The resident's name; social security number; birth date; sex; marital status; religious preference and affiliation, if any; (Class III)

7.4.3.b. The names, addresses and telephone numbers for the following relevant persons: physician; dentist; legal representative, if applicable; person, organization or agency responsible for payments for support of the resident, if applicable; next of kin or other interested relatives; persons to be notified in case of an emergency or death; any case management agency or organization; and any day care or other programs in which the resident regularly participates; (Class III)

7.4.3.c. All agreements or contracts entered into between the resident and the licensee; (Class III)

7.4.3.d. Admission, transfer and discharge data; (Class III)

7.4.3.e. Initial and subsequent physician health assessments, advanced directives, physician's orders, medication administration records; allergies; resident admission and monthly weight; the dates of physician, dentist and other health and behavioral health care providers and other professional appointments and visits (including those for accidents and illness requiring medical attention, coordinated by the licensee); all contact with the resident's physician by the residential care community staff; and observations by personnel, licensed nurses, physician, or others authorized to care for the resident; (Class II)

7.4.3.f. Documentation of incidents and accidents involving the resident, including, at a minimum, the time, place, the action taken in response to the incident and the notification of the resident's physician (if applicable), family or legal representative; (Class III)

7.4.3.g. The resident's functional needs assessment, service plan, and updates annually and as indicated by significant changes in the resident's condition; (Class II)

7.4.3.h. A list of clothing and personal possessions of the resident if the resident so desires; (Class III) and

7.4.3.i. Documentation of death, including cause and disposition of the resident's body, medications, personal effects and any valuables safeguarded by the licensee. (Class III)

7.4.4. The licensee shall keep resident records in safe storage for at least five years from the date of the death, discharge or transfer of the resident. If the residential care community ceases operating, the licensee shall procure a holding area for the resident records that will ensure the confidentiality and safety of the records from loss, destruction or unauthorized use. (Class III)

7.4.5. Each licensee shall maintain a permanent resident register in a bound notebook in chronological order according to the date of the resident's admission. The register shall include the date

of the resident's admission, his or her name, the date of his or her last day in the residential care community and the name and address of the residence, health care facility or other place to which the resident (if living) has been discharged. (Class III)

7.5. Assessments and Service Plans

7.5.1. The licensee shall ensure that each resident has a written, signed and dated health assessment by a licensed physician or other licensed health care professional authorized to perform such assessments by applicable State laws and rules not more than 60 days prior to the those resident's admission, or no more than five working days following admission, and at least annually thereafter. The admission and annual health assessment shall include screening for tuberculosis and other communicable diseases if indicated by exposure, prevalence or risk according to current medical practice in congregate living situations as indicated by the Director. (Class II)

7.5.2. Within 30 days of admission, every resident shall have an individualized functional needs assessment completed in writing by a licensed health care professional. At a minimum, the resident's assessment shall include a review of health status and functional, psychosocial, activity and dietary needs. (Class II)

7.5.3. Each resident shall have a service plan, based upon his or her functional needs assessment, developed within 45 days of admission. The service plan shall be developed in response to the individual resident's needs. (Class II)

7.5.4. The assessment and service plan shall reflect the resident's current needs and therefore shall be updated annually and as indicated by a significant change in the resident's condition. (Class II)

7.6. Services.

7.6.1. The licensee shall provide assistance to the resident and the resident's family in the resident's adjustment to the residential care community setting and to transfer when other levels of care become necessary. (Class II)

7.6.2. The licensee shall encourage and assist all residents in developing and maintaining independence, self-determination and the highest level of functioning possible. (Class II)

7.6.3. The licensee shall provide the resident with personal assistance to meet the needs identified on his or her functional needs assessment. Resident needs may include, but are not limited to, assistance from staff to supervise self-administration of medically prescribed drugs and treatments, to follow any planned diet, rest or activity regimen, to utilize functional equipment (i.e. hearing aids, glasses, canes, etc.), and to perform activities of daily living. (Class II)

7.6.4. The licensee shall assist the resident in making appointments for appropriate medical, dental, nursing or mental health services as needed by the resident. (Class II)

7.6.5. The licensee shall provide or arrange for appropriate transportation of the resident to receive medical appointments and social services. (Class III)

7.7. Medications and Treatments.

7.7.1. The licensee shall ensure that resident care is provided by appropriately licensed health care professionals when required by state law and rules, and that medications and treatments given to residents are administered as required by state and federal law, rules and regulations. (Class I)

7.7.2. The written order or prescription of an individual authorized by law to prescribe drugs in this State is required for obtaining, administering or self-administering of prescription and over-the-counter medications. Copies of the prescriptions or written orders for drugs shall be retained in the resident's record. (Class I)

7.7.3. The prescribing health care professional shall determine whether or not the resident can self-administer medications in a safe manner and shall document this in the residents medical record. (Class I)

7.7.4. Verbal orders of physicians or other health care professionals shall be reviewed and signed by the individual responsible for the order within 10 working days from the original order date. (Class II)

7.7.5. The attending physician, or other health care professional, or a consulting pharmacist shall review the medication regimen of each resident as needed, but at least annually. The resident's record shall contain documentation of this review. (Class II)

7.7.6. The licensee shall keep a record of all drugs given to each resident indicating each dose given. The record shall include the resident's name; the name of the medication; the dosage to be administered and route of administration; the time or intervals at which the medication is to be administered; the date the medication is to begin and cease; the printed name, initials and signature of the individual who administered the medication; and any special instructions for handling or administering the medication, including instructions for maintaining aseptic conditions and appropriate storage. (Class I)

7.7.7. Medications shall be kept in a locked room, cabinet or other storage receptacle and accessible only to the staff responsible for medications unless residents are determined to be capable of self-medication. In those cases, the licensee shall provide the self-medicating resident with resources to store medications inaccessible to other residents. (Class I)

7.7.8. The container label of each prescription drug shall be legible, legally dispensed and labeled for the resident for whom it has been prescribed. When the prescriber's directions change, the container shall be relabeled by a licensed pharmacist or there shall be a written document signed and dated by the physician to verify the change in a medication prescription which is stored in the resident record. All medications shall be kept in their original labeled containers and shall be labeled in accordance with the rules of the West Virginia board of pharmacy and in a manner that the name and strength of medication, manufacturer name, lot number, and expiration date can be readily identified by the home. (Class I)

7.7.9. If refrigeration of medication is required, the licensee shall provide: a refrigerator in a locked room; a locked refrigerator; or a locked box within the refrigerator for storage. A thermometer is required in a refrigerator storing medications. The temperature within the refrigerator storing medications shall be maintained within the recommended temperature range on the medication package. (Class I)

7.7.10. If Schedule II drugs of the Uniform Controlled Substances Act, W. Va. Code §§60A-1-101, *et seq.*, are administered, a copy of the written prescription signed by the physician shall be in the resident's record and a proof of use record shall be maintained. Schedule II drugs shall be stored in a manner so that they are securely protected by two locks. The key to the separately locked Schedule II drugs shall not be the same key that is used to gain access to non-scheduled drugs. (Class I)

7.7.11. The disposition of unused medications due to situations such as a change in drug therapy, the death of the resident, the resident leaving the residential care community, or the resident's inability to take the medication, shall be in accordance with the following:

7.7.11.a. Individual resident drugs supplied in unit dose or the manufacturer's originally sealed container shall be returned, if unopened, unless otherwise prohibited under applicable federal or State laws, to the issuing pharmacy, Provided, That:

7.7.11.a.1. No drug covered under the Federal Comprehensive Drug Abuse Prevention and Control Act of 1970 21 U.S.C. §§ 801, *et seq.* shall be returned (Schedule II, III, IV, V); (Class III)

7.7.11.a.2. All returned drugs shall be identified as to lot or control number; (Class III) and

7.7.11.a.3. The signatures of the receiving pharmacist and the –residential care community registered nurse shall be recorded in a separate log which lists the name of the patient, the name and strength of the drug with the National Drug Code, the prescription number (if applicable), the amount of the drug returned and the date of return. The log shall be retained for at least two years; (Class III) and

7.7.11.b. Resident drugs which are outdated, adulterated, deteriorated, or non-returnable shall be destroyed in the following manner:

7.7.11.b.1. Drugs listed in Schedules II, III, IV or V of the Federal Comprehensive Drug Abuse Prevention and Control Act of 1970 21 U.S.C. §§801, *et seq.*, shall be destroyed by the residential care community in the presence of a pharmacist and the registered nurse. The following shall be retained for at least two years: the name of the resident, the name and strength of the drug, the prescription number, the amount destroyed, the date of destruction and the signatures of the witnesses required above. (Class III) and

7.7.11.b.2. All other non-scheduled legend drugs not in unit dose packaging or not in the manufacturer's originally sealed container shall be destroyed by the residential care community in the presence of a pharmacist or licensed nurse and one other witness. The patient's health record or a separate log shall contain the name of the patient, the name and strength of the drug, the prescription number, if applicable, the amount destroyed, the date of destruction and the signatures of the witnesses. The log shall be retained for at least two years. (Class III)

7.7.12. When oxygen therapy is required, the residential care community shall have a portable source available for resident use for out-of-room activities and in the event of power failure. The licensee shall maintain any equipment electrically safe and shall arrange for service as needed; store the oxygen tubing in a sanitary manner when not in use and replace it as indicated by accepted infection control

measures; prohibit smoking in any location when oxygen is in use; post no smoking signs conspicuously; and enforce the smoking prohibition. (Class I)

7.8. Accident, Illness and Major Incident Procedures.

7.8.1. A standard American Red Cross first-aid kit, or the equivalent, shall be readily available at all times to provide emergency aid for commonly occurring household injuries. (Class III)

7.8.2. When a resident experiences an illness or an incident that results in injury or resident complaint, the licensee shall arrange for an appropriately licensed health care professional to:

7.8.2.a. Assess the severity and cause of the accident or illness; (Class I)

7.8.2.b. Advise the staff as to the need to seek emergency assistance related to the accident or illness; (Class I) and

7.8.2.c. Record actions taken in the resident's record, and recommend to the licensee, in writing, actions, if any, to take to avoid similar accidents or illnesses. The licensee shall keep a written documentation of the recommendations. (Class II)

7.8.3. If the resident has an obvious need for emergency assistance, the person on duty should first obtain emergency assistance, and then call the licensed health care professional. (Class I)

7.8.4. The staff of the residential care community shall monitor and document the resident's condition for a period of 24 hours following the accident or the onset of the illness or as specified by the licensed health care professional. (Class II)

7.8.5. The residential care community shall report major incidents to the West Virginia Office of Health Facility Licensure and Certification as soon as possible, but no later than the next business day. (Class III)

7.8.6. The residential care community staff shall promptly notify the resident's physician, responsible party and/or next of kin, when there is a major incident or any significant change in the resident's condition. (Class I)

7.8.7. The licensee shall take reasonable precautions to comply with recommendations by the local public health authority should an epidemic occur. (Class I)

7.9. Resident Death.

7.9.1. The residential care community shall immediately report the suspected death of a resident to the attending physician and report death to the resident's family or legal representative, as applicable. (Class III)

7.9.2. Upon the death of a resident, the following information shall be entered in the resident's record:

71CSR23

7.9.2.a. A record of the notification of the resident's physician, the designated individual for emergencies, and legal representative, if any; (Class III)

7.9.2.b. The date, time and circumstance of death, including the name of person to whom the body was released and any other details specific to the death; (Class III) and

7.9.2.c. A record of the disposition of the resident's personal belongings that were released, including funds. The resident's legal representative or next of kin shall sign a detailed receipt for these items. (Class III)

7.9.3. In the event of the death of a resident, a licensee shall deliver all property held in trust to the resident's estate administrator or executor. (Class III)

§71-23-8. Activities.

8.1. The licensee shall provide a planned and meaningful activity program designed to meet the needs of each resident. The program shall:

8.1.1. Encourage, guide, or assist residents with arrangements to participate in social, recreational, diversional, vocational, religious, or other activities within the home in accordance with individual interests, tolerance and abilities; (Class III)

8.1.2. Provide information and referral services and opportunities for utilization of social, recreational, and vocational activities within the residential care community; (Class III)

8.1.3. Provide a monthly calendar of varied events which lists all social and recreational activities for the residents; (Class III)

8.1.4. Provide at least 11 hours of scheduled activities available to the residents each week for no less than one hour each day; (Class III) and

8.1.5. Encourage but not require residents to participate in activities and not restrict a resident's participation in an activity except upon a physician's order. (Class III)

§71-23-9. Dietetic Services.

9.1. General.

9.1.1. The licensee shall ensure that each resident is offered at least three freshly prepared meals daily, seven days a week and special diets and snacks which meet resident needs and choices, as identified in his or her needs assessment. Residents' meals shall be in substantial compliance with current Recommended Dietary Allowances of the Food and Nutrition Board of National Academy of Sciences, National Research Council, or as specified in this rule, except as ordered by a physician. (Class II)

9.1.2. When therapeutic or modified diet services are provided by the residential care community, a physician's order for each diet and the meal pattern, including types and amounts of food to be served, shall be on file. Therapeutic or modified diets, as recommended by the physician, shall be prepared

according to written instructions obtained from the resident's physician or dietitian. At no time shall a resident be offered less than 1,400 calories daily, unless specifically ordered by a physician. (Class I)

9.1.3. The residents shall be offered a variety of foods at meals as follows:

9.1.3.a. At breakfast: fruit or juice; cereal, whole grain or enriched bread product; and Grade A vitamin D milk; (Class III) and

9.1.3.b. At noon and evening meals: protein sources, such as meat, poultry, fish, eggs, cooked dried legumes, cheese or peanut butter; vegetable or fruit; whole grain or enriched grain food products; and Grade A vitamin D milk. (Class III)

9.1.4. Each resident shall be weighed upon admission and monthly and provided with the amount of food and fluid on a daily basis necessary to maintain his or her appropriate minimum average weight. (Class III)

9.1.5. The licensee shall encourage resident participation in menu planning and shall serve meals at times mutually agreed upon by residents in the home with consideration of individual resident preferences. (Class III)

9.1.6. The licensee shall accommodate residents who are unable to eat at the planned mealtime and provide for a meal substitution if the resident does not tolerate the foods planned for the meal. (Class II)

9.2. Administrative Requirements.

9.2.1. The licensee shall maintain a daily record of actual foods served for each meal. Menu content shall be varied. (Class III)

9.2.2. The licensee shall keep on file for at least 30 days the grocery receipts and records of actual food served. (Class III)

9.3. Food Service Sanitation.

9.3.1. The food service facilities shall comply with the Department of Health Legislative Rule, Food Service Sanitation, W. Va. Code R. §§64-17-1, *et seq.*

9.3.2. When required by the local health department having jurisdiction over the county in which the center is located, all persons engaged in food service activities shall have valid food service worker permits.

§71-23-10. Fire Safety, Disaster, and Emergency Preparedness.

10.1. Fire Safety.

10.1.1. The licensee shall provide evidence of compliance with applicable rules of the State fire commission. The state fire marshal's written approval is required for any variation to compliance with the fire code, and the variation shall be coordinated with the Director. (Class I)

10.2. Disaster and Emergency Preparedness.

10.2.1. The residential care community shall have a written disaster and emergency preparedness plan which states procedures to be followed in the event of an internal or external disaster or emergency which could severely affect the operation of the residential care community. (Class I)

10.2.2. The disaster and emergency preparedness plan shall have procedures for the following situations at minimum and shall identify specific tasks and responsibilities for all employees in the event of the following: missing residents; high winds; tornadoes; floods; bomb threats; utility failure; and severe winter weather. (Class I)

10.2.3. The disaster and emergency preparedness plan shall include at least an emergency water agreement; an alternate shelter agreement; an emergency transportation policy; and an emergency food supply list and menu which will provide nutrition for all persons residing in the residential care community for a minimum of 72 hours. (Class I)

10.2.4. The licensee shall obtain the assistance of qualified fire safety, emergency response teams and other appropriate experts in developing and maintaining the disaster and emergency preparedness plan. Documentation by the expert shall be maintained in the residential care community. (Class I)

10.2.5. The licensee shall provide the local fire department with a floor plan and with the opportunity to become familiar with the residential care community. (Class I)

10.2.6. The residential care community shall have written plans and procedures for transferring casualties and uninjured residents. These procedures shall include the transfer of pertinent resident records including identification information, diagnoses, allergies, advanced directives, medications and treatments, and any other records needed to ensure continuity of care. (Class I)

10.2.7. There shall be copies of the disaster and emergency preparedness plan at all staff stations or emergency control stations. The disaster and emergency preparedness plan shall be located in an area that allows visual contact at all times. Staff shall know the location at all times. (Class I)

10.2.8. The disaster and emergency preparedness plan shall be reviewed and updated by the administrator or his or her designee on an annual basis and signed and dated to verify review. (Class III)

10.2.9. Emergency call information shall be conspicuously posted near each telephone in the residential care community, exclusive of telephones in resident rooms. This information shall include at least the following:

10.2.9.a. The telephone numbers of the fire department, the police, an ambulance service and other appropriate emergency services; (Class I)

10.2.9.b. Key personnel telephone numbers, including at least the following: the administrator; physician (if applicable); or the nurse on call (if applicable); (Class I) and

10.2.9.c. The names and telephone numbers of all other personnel to be called in case of fire or emergency. (Class I)

10.2.10. Simple floor plans showing the location of exits, fire alarm pull stations, fire extinguishers, and fire fighting equipment shall be posted on all floors and in each separate wing. (Class I)

10.3. Disaster Training and Rehearsal.

10.3.1. Within 24 hours of admission, the disaster and emergency preparedness plan procedures shall be clearly communicated by the staff to the resident and documented. (Class I)

10.3.2. The disaster and emergency preparedness plan shall be rehearsed by all personnel from all shifts once yearly, and the rehearsals shall be documented in the residential care community's records. (Class I)

§71-23-11. Physical Facilities.

11.1. Applicability; Construction; Additions; Renovations; Alterations; Other Standards.

11.1.1. The provisions of this section apply to physical facilities, operations, maintenance and equipment for all –residential care communities, renovations or additions. (Class I)

11.1.2. A complete set of drawings and specifications for the architectural, structural, and mechanical work shall be submitted to and approved by the Director before construction begins. This requirement applies to new construction, additions, renovations, or alterations to existing residential care communities. (Class I)

11.1.3. The submitted set of construction documents (drawings and specifications) shall be prepared, signed and sealed by an individual registered to practice architecture in the State of West Virginia. The residential care community shall submit one set of these documents to the State Fire Marshal for review. The new residential care community or addition shall be inspected during the construction phase by a registered professional architect, preferably the designing architect. (Class I)

11.1.4. During the construction phase an as-built set of drawings shall be kept by the general contractor on which all changes (from all trades) to the project are noted. Each change shall be noted in red and dated. The architect shall present this as-built set of drawings to the owner when the project is completed. (Class I)

11.1.5. All construction, new additions, renovations or alterations shall be inspected and approved by the Director prior to admitting new or additional residents. When construction is substantially complete, the architect shall submit to the Director a substantial completion form signed by all the parties involved and a completed inspection request form. (Class I)

11.1.6. Unless substantial construction is started within one year of the date of approval of final drawings, the owner or architect shall secure written notification from the Director that the plan approval for construction is still valid and in compliance with this rule. (Class I)

11.1.7. Plans for addition, removal, or modification of equipment which is permanently affixed to the building, or which may otherwise involve or necessitate new construction, alterations, or additions to the residential care community shall be submitted to and approved by the Director. (Class I)

11.1.8. Other changes involving equipment, which may or may not require physical changes in the residential care community, but which may relate to other standards and requirements of this rule may require the Director's approval. Residential care communities may request approval in advance from the Director regarding a particular change or rearrangement. Areas in which changes are likely to require approval include, but are not limited to, the kitchen, the laundry, and heating equipment. (Class I)

11.1.9. All fees specified in the Department of Health Legislative Rule, Fees for Services, W. Va. Code R. §§64-51-1, *et seq.*, for site inspections of new construction or major renovations, architect reviews of drawings and specifications, and inspections of new projects prior to openings are the responsibility of the licensee. (Class III)

11.1.10. A licensee shall obtain approval from the Director of the licensee's plan of operation, and the Director shall determine the apartment/resident capacity. An increase in capacity can occur only with the permission of the Director. (Class II)

11.1.11. The Americans with Disabilities Act (ADA) and the American National Standards Institute (ANSI) codes shall be followed when they apply. (Class II)

11.1.12. The residential care community shall comply with the State Fire Commission's rule, State Building Code, W. Va. Code R. §§87-4-1, *et seq.*⁶ (Class I)

11.1.13. Where local codes or regulations require standards higher than those required by this rule, local building codes and zoning restrictions shall be observed. (Class I)

11.1.14. Evidence of compliance signed by local fire, building and zoning officials shall be available on-site for review. (Class I)

11.2. Site Characteristics and Accessibility

11.2.1. Sites for all new residential care communities and sites of additions to existing residential care communities shall be inspected by the Director prior to the architect beginning work on final drawings and specifications. (Class I)

⁶ Available from the State Fire Commission or the Secretary of State. Section 4 of the above referenced Building Code rule incorporates by reference the BOCA National Building Code; BOCA National Plumbing Code; BOCA National Mechanical Code; BOCA National Existing Structures Code; BOCA National Energy Conservation and CABO One- and Two-Family Dwelling Code. These books may be purchased, collectively or separately, from Building Officials and Code Administrators International, 4051 West Flossmoor Road, Contra Club Hills, Illinois 60477-5795, 1-312-700-2300 or BOCA International Regional Offices, 3592 Corporate Drive, Suite 107, Columbus, Ohio 43229, 1-614-890-1064 or view a set at the Secretary of State's Office.

11.2.2. Residential care communities shall be located in a residential setting as convenient as possible for necessary services and access to the residential care communities, if local zoning laws allow. (Class III)

11.2.3. There shall be adequate drainage to divert surface water from the residential care community. (Class II)

11.2.4. The residential care community's hard surface access road shall connect directly to a hard surface highway which provides access to hospitals and allows medical and fire personnel access. (Class I)

11.2.5. Any questionable soil conditions shall be reviewed by a qualified soils engineer and if conditions require, earth core borings shall be conducted. The Director shall be supplied with copies of soil test reports if engineered soil is installed or if other soil tests are conducted. (Class I)

11.2.6. The site shall have accessibility to electric power. Water shall be supplied with sufficient pressure to operate the fire sprinkler system adequately. (Class I)

11.2.7. Parking areas shall be constructed using clean, solid earth bed, a compacted stone base and a hard surface all weather finish coat with a slope which permits good drainage. There shall be parking spaces for all staff on duty, and a minimum of one parking space for each five beds. A minimum of two handicapped parking spaces shall be located at the main entrance. All parking areas shall be free of broken, gaped or uneven paving. (Class II)

11.2.8. Hard surface concrete walks, a minimum of 48 inches wide with light broom top surface texture, shall be provided at all exits and connect into the main walk or parking area. (Class II)

11.3. Physical Facilities and Equipment

11.3.1. Maintenance and housekeeping shall be provided to maintain safe, sanitary and accident-free living conditions. (Class I)

11.3.2. Low windows, open porches, changes in floor level and similar accident hazards shall be designed so that the danger of accident is minimized. Danger areas on the property outside the building shall be safeguarded. (Class I)

11.3.3. All equipment shall be maintained as recommended by the manufacturer and the licensee shall establish a program of preventive maintenance for all equipment. (Class I)

11.3.4. The residential care community shall be kept free of insects, rodents and vermin. Pesticides shall be applied only by an applicator certified by the United States Department of Agriculture. (Class I)

11.3.5. Each room occupied or used by residents shall have level floors which are slip resistant. Floor covering shall be maintained in a clean and odor-free condition, free from protrusions and lie flat and even. (Class II)

71CSR23

11.3.6. Ceilings and walls shall be in good repair, free from unfilled cracks, and finished to allow for satisfactory cleaning. (Class II)

11.3.7. All doors and windows shall be operable and shall be constructed and maintained to fit snugly yet be opened and closed easily without requiring the use of special tools. All doors shall be provided with positive latches suitable for keeping the doors closed. (Class I)

11.3.8. Minimum door widths for new construction shall be 36 inches for exterior exits and resident rooms. Minimum door widths for new construction shall be 34 inches for bathroom doors. (Class II)

11.3.9. Outer openings that are left open for extended periods of time shall be screened to prevent the entrance of insects. Insect screening shall be maintained free of openings large enough to permit the entrance of insects. (Class II)

11.3.10. The residential care community shall have a heating system capable of maintaining a temperature in all rooms used by residents of at least 72 degrees Fahrenheit during cold weather. (Class I)

11.3.11. Supplemental heating devices, such as portable heaters, are prohibited. (Class I)

11.3.12. Cooling devices or systems shall be provided for the use of residents when temperatures inside exceed 80 degrees Fahrenheit. Acceptable cooling devices include, but are not limited to, air conditioners, electric fans and heat pumps. (Class I)

11.3.13. Ramps shall not be less than 48 inches wide nor steeper than one foot of rise in 12 feet of run and shall be finished with a non-slip surface. (Class I)

11.3.14. Handrails shall be provided on all sides of elevators and inside and outside stairs and ramps. Handrails shall be installed between 32 inches and 34 inches high and support a concentrated load of 250 pounds. (Class I)

11.3.15. Residential care communities shall have a call system which is audible to staff who are on duty and which can be accessed from each bed and other areas as necessary for the safety of residents. Portable battery operated or beeper-type systems may be considered. (Class I)

11.3.16. The residential care community shall have space adequate for the storage of linens, maintenance and housekeeping supplies, equipment, and food supplies. (Class II)

11.3.17. All residential care communities shall have at least one janitor's closet with a service sink for each story that houses residents. However, if existing facilities cannot comply with the janitor closet requirement on each floor, the residential care community must demonstrate a sanitary means of disposal of wastewater. (Class II)

11.3.18. Corridors, stairways and elevators shall be of width and a design that will easily accommodate the removal of residents by stretcher and shall be constructed and maintained in compliance with all applicable fire and safety requirements. Non-slip surfaces are required for stairways. Elevators shall comply with all appropriate State and federal laws. (Class I)

11.3.19. The licensee shall implement measures to ensure resident safety if it admits residents who exhibit behaviors which may cause harm to themselves or others or may place themselves or others in imminent danger or jeopardy. The safety measures may include but not be limited to door alarms. (Class I)

11.4. Apartments

11.4.1. Each apartment shall:

11.4.1.a. Be at least 300 square feet in size; (Class II)

11.4.1.b. Have doors capable of being locked; (Class II)

11.4.1.c. Contain at least one bedroom; (Class II)

11.4.1.d. Contain a kitchenette that includes a sink and refrigerator; (Class II)

11.4.1.e. Contain one full bathroom that includes a bathing area, toilet and sink; (Class II)

11.4.1.f. Contain grab-bars at toilets, tubs, and showers. These grab-bars shall be securely mounted to the finished wall with a steel plate or a two-inch by six-inch wood plate backing behind the wall. Grab bar brackets shall be provided at spacings which would support 250 pounds of concentrated load at any point on the grab-bar; (Class I)

11.4.1.g. Contain furniture, if furnished by the residential care community, appropriate in size and amount to the space provided and in all cases be in good repair; (Class II) and

11.4.1.h. Have a light controlled by a switch at the entry to the apartment and to the bedroom. (Class II)

11.4.2. Multiple occupancy apartments shall have at least 80 square feet of bedroom space per occupant and no more than two residents may occupy an apartment. (Class II)

11.5. Water Supply

11.5.1. The residential care community shall have a water supply which:

11.5.1.a. Is safe and sized to meet all residential needs and requirements of the sprinkler system; (Class I) and

11.5.1.b. Has as its source of water a public water system which complies with West Virginia Department of Health Legislative Rule, Public Water Systems, W. Va. Code R. §§64-3-1, *et seq.*, or a water well which complies with West Virginia Department of Health Legislative Rules, Water Well Regulations, W. Va. Code R. §§64-19-1, *et seq.*, and West Virginia Department of Health Legislative Rule, Water Well Design Standards, W. Va. Code R. §§64-46-1, *et seq.* (Class I)

11.5.2. The residential care community shall have hot and cold running water in sufficient supply to meet the needs of the residents, household members and employees. (Class I)

11.5.3. Hot water temperatures shall be maintained between 105 degrees Fahrenheit and 110 degrees Fahrenheit at all hot water sources except for dishwashers and congregate laundry facilities. A thermostatic mixing valve shall be utilized to control the temperature of hot water which is used by residents. (Class I)

11.6. Sewage.

11.6.1. Sewage disposal shall be in accordance with the West Virginia Department of Health Legislative Rule, Sewage System Rule, W. Va. Code R. §§64-9-1, *et seq.*, and West Virginia Department of Health Legislative Rule, Sewage Treatment and Collection System Design Standards, W. Va. Code R. §§64-47-1, *et seq.* (Class I)

11.6.2. The sewage system shall be adequate to meet the residential care community's needs. (Class I)

11.6.3. Sewage systems shall be kept in good working order and shall be properly operated and maintained. (Class I)

11.7. Solid Waste.

11.7.1. All garbage and refuse shall be stored in durable, covered, leak-proof and vermin-proof containers and the containers shall be kept clean and free of all residue accumulation. Dumpsters in good repair are acceptable. (Class II)

11.7.2. The residential care community shall have solid waste containers in sufficient numbers and capacity to properly store all solid waste. (Class II)

11.7.3. Solid waste, including garbage and refuse, shall be removed from the building daily and the premises weekly, or more often if necessary. (Class II)

11.7.4. A concrete platform or metal rack is required for outside storage of solid waste containers. The method of storage shall prevent animals from getting into the contents of waste containers. (Class II)

11.7.5. When municipal or private garbage and refuse disposal service is not available, all garbage and refuse shall be disposed of in accordance with the applicable provisions of state and local law and rules governing the management of garbage and refuse. (Class II)

11.8. Electrical Requirements.

11.8.1. Each residential care community shall be supplied with electrical service, wiring, outlets, and fixtures which shall be installed to meet the national electric code and shall be maintained in good and safe working conditions. (Class I)

11.8.2. The electrical service shall be of the proper size to handle the load connected to it. (Class I)

11.8.3. Electrical duplex outlet receptacles shall be provided as follows:

11.8.3.a. In new facilities electrical outlets shall be located in the living room, recreation room, dining room and bedrooms. There shall be at least one receptacle on each wall. Walls longer than 12 feet in the leisure room shall have at least two receptacles on the walls. In existing facilities electrical outlets to meet the needs of the residents shall be provided; (Class I)

11.8.3.b. Other habitable rooms shall have a minimum of two receptacles; (Class I)

11.8.3.c. All receptacle outlets within six feet of any water supply shall be provided with ground fault circuit interrupter protection; (Class I)

11.8.3.d. Kitchens shall be provided with one receptacle per four lineal feet or a fraction thereof of the countertop preparation area with a minimum of two receptacles per counter. In addition, all counters wider than 12 inches of any length shall provide a minimum of one receptacle. On walls without counters there shall be receptacles with a maximum spacing of 12 feet. Separate outlets are required for refrigerators and cooking equipment which require specialty outlets; (Class I)

11.8.3.e. The laundry room shall have a specialty outlet for the clothes dryer and a dedicated outlet for the washer. A minimum of one outlet on a circuit separate from the washer and dryer shall be provided; (Class I) and

11.8.3.f. A minimum of one exterior receptacle duplex outlet with ground fault circuit interrupter protection shall be provided. (Class I)

11.9. Lighting Requirements.

11.9.1. For safety reasons, general outdoor lighting shall be provided to illuminate walks, porches, patios, steps and drive areas for the purposes of the residents' safety. (Class I)

11.9.2. Emergency lights shall be mounted on walls in sufficient number to illuminate all exits on all levels. Emergency lights shall also be provided in the kitchen and as needed in areas where residents congregate. (Class I)

11.9.3. Minimum interior lighting levels are as follows:

11.9.3.a. Ten-foot candles in entrances, hallways, stairways, stair landings; (Class III)

11.9.3.b. Twenty-foot candles in general areas of the living room, leisure rooms, dining rooms, and bedrooms; (Class III)

11.9.3.c. Thirty-foot candles in reading, writing and game playing areas in the living room, leisure rooms, dining rooms and bedrooms; (Class III)

11.9.3.d. Fifty-foot candles in the cleaning and food preparation, cooking, and laundry areas; (Class III)

11.9.3.e. Thirty-foot candles in bath, lavatory, and toilet areas; (Class III) and

11.9.3.f. Fifty-foot candles in facial shaving and grooming areas, and at mirrors and hair styling areas. (Class III)

11.10. Pets and Other Animals.

11.10.1. Pets are permitted, provided that all residents are advised prior to admission that pets are kept on the premises. If pets are added after the admission of residents, all residents shall be in agreement to the addition of the pets. (Class III)

11.10.2. Wild, dangerous or obviously ill animals are prohibited. (Class I)

11.10.3. Animals and their quarters shall be kept in a clean condition at all times. (Class II)

11.10.4. Dogs and cats kept in the residential care community or on the grounds shall be properly vaccinated (for dogs this includes rabies, leptospirosis, distemper, and parvo and for cats this includes rabies). Documentation of the vaccination and prevention measures shall be available on the premises. (Class I)

11.11. Laundry and Linens.

11.11.1. Laundry facilities or services for residents' personal laundry shall be provided. Laundry services may be provided by an outside laundry service. (Class III)

11.11.2. Washing machines shall be installed so that no back-siphonage possibility exists, and electric or gas clothes dryers shall be vented to the outside. (Class I)

11.11.3. All laundry shall be dried mechanically in an electric or gas clothes dryer which is vented to the outside or a chemical sanitizer shall be added to the rinse water, and the laundry air-dried. (Class I)

11.11.4. Soiled and clean laundry shall not be stored together at any time. (Class II)

11.11.5. Soiled laundry shall be stored in non-absorbent, easily cleanable covered containers or disposable plastic bags. (Class II)

11.11.6. Table and kitchen linens shall be laundered separately from other washable goods. Sanitizing agents shall be used when laundering kitchen, bath, and bed linens. (Class II)

11.11.7. Locked storage facilities shall be utilized for laundry supplies, housekeeping supplies, insecticides, work supplies and any other toxic or hazardous materials. Food and drugs shall be stored in separate locations. (Class I)

11.11.8. There shall be a supply of sheets, pillowcases, bed coverings, towels, wash cloths, and other linens necessary to provide a minimum of two changes per bed in residential care communities that provide furnishings. (Class III)

§71-23-12. Requirements Related to the Provision of Limited and Intermittent Nursing.⁷

12.1. Standard Requirements.

12.1.1. The licensee of a residential care community which provides limited and intermittent nursing care shall arrange for a registered professional nurse to assume responsibility for the oversight of nursing care and services. The licensee shall enter into a written agreement with the registered professional nurse which specifies the responsibilities of the registered professional nurse and the licensee. Arrangements for nursing services may be made by contract with an individual or a nursing service with a management entity; or the residential care community may employ a registered nurse; or the administrator of the residential care community may act in this capacity, if he or she is a licensed registered professional nurse. Arrangements with a home care agency providing only direct care does not satisfy the requirements for nursing management oversight of all residents. (Class I)

12.1.2. Nursing support staff shall be under the supervision of the registered professional nurse who has assumed overall responsibility for the oversight and care provided to the residents. (Class I)

12.1.3. The licensee shall implement, within reasonable expectation, the recommendations of the registered nurse regarding care, services and staff training intended to protect the residents. (Class II)

12.1.4. The licensee shall provide written notice to each resident regarding the availability of nursing services at the time of admission, or, for current residents, within 30 days of the effective date of this rule. (Class III)

12.1.5. All physician orders shall be reviewed every 30 days for accuracy by the registered professional nurse or other lawfully authorized professional, unless there is a medical condition requiring a more frequent review as determined by the resident's physician. (Class II)

12.1.6. A physician or a consultant pharmacist shall conduct quarterly pharmacy reviews on all residents receiving limited or intermittent nursing services. (Class III)

12.1.7. The licensee shall ensure that the registered professional nurse maintains a general record with a complete signature for each entry which shall include at least the following:

12.1.7.a. The date, time in and time out for each visit (unless the registered professional nurse is employed by the residential care community at least 35 hours per week); (Class III)

12.1.7.b. A list of duties performed by the registered nurse during each visit; (Class III) and

⁷ The provisions of this section apply only to residential care communities providing limited and intermittent nursing. See subsection 4.1.4. of this rule.

12.1.7.c. A brief statement regarding identified concerns and recommended actions taken to resolve them. (Class III)

12.1.8. The licensee shall develop a system that provides 24-hour accessibility between the residential care community, the registered professional nurse, and/or other emergency personnel. (Class I)

12.2. Nursing Services.

12.2.1. A registered professional nurse shall document the following in each resident's individual case record using a complete signature or initials with a complete signature on each page of the record:

12.2.1.a. A monthly progress note in the resident's record as indicated by the needs of the resident to document the status of the resident and any changes in his or her health or welfare; (Class II)

12.2.1.b. Any significant temporary or permanent changes in condition including changes resulting from incidents or accidents; (Class II) and

12.2.1.c. Any verbal or written orders received from a licensed health care professional. (Class I)

12.2.2. The registered professional nurse shall:

12.2.2.a. Provide oversight of the nursing care and services through contact with the licensee and residential care community staff as necessary to ensure appropriate resident care. Visits to the residential care community shall occur at least weekly and be of sufficient duration to perform all required duties; (Class I)

12.2.2.b. Provide overall supervision of the provision of nursing services to residents by ensuring that the services established within the resident's service plan are met and that the resident's physical, mental and social well-being are not compromised; (Class I)

12.2.2.c. Complete a written nursing assessment for each resident with nursing needs within 24 hours following admission and update the assessment at the time of any significant temporary or permanent change in the resident's condition. In the absence of a significant temporary or permanent change in condition, the residential care community shall review the assessment quarterly; (Class I)

12.2.2.d. Coordinate the development of a component of the service plan to meet any identified nursing and medical needs of the resident with the resident and the attending physician or other licensed health care professional. This component shall be completed within seven days after admission and shall be reviewed by the registered nurse at least quarterly or at the time of a significant temporary or permanent change in condition; (Class I)

12.2.2.e. Review training needs of residential care community staff members; (Class II)

12.2.2.f. Provide needed training or recommend to the residential care community appropriate training for staff; (Class II)

12.2.2.g. Provide to the licensee a written record of training provided by the registered nurse to individuals or groups with an outline of the items discussed, the date and time of the session, and signatures of individuals involved in the training; (Class II)

12.2.2.h. Provide overall supervision of medication storage, dispensing systems and disposition; (Class I) and

12.2.2.i. Coordinate admission and discharge planning as it relates to the medical component of resident care. (Class II)

§71-23-13. Penalties.

13.1. Civil Penalties.

13.1.1. The Director, in consultation with the Inspector General, shall administer penalties for violations of this rule and of the W. Va. Code §§16B-9-1, *et seq.*, as specified in W. Va. Code §§16B-9-1, *et seq.*, and this rule.

13.1.2. Upon completion of a report of inspection, the Director, in consultation with the Inspector General, shall determine what, if any, civil penalties are to be imposed pursuant to the West Virginia Code and this rule, and issue citations. The Director, in consultation with the Inspector General, shall issue citations and assess supplemental penalties for failure to correct continuing violations: Provided, That for continued failure to correct a violation of a non-life threatening nature, the Director, in consultation with the Inspector General, shall, prior to issuing a citation with a supplemental penalty, notify the licensee or non-licensed operator by certified mail, return receipt requested, that a citation will be issued with a supplemental penalty on a date to be specified by the Director unless the corrective actions specified by the Director are implemented in an acceptable manner.

13.1.3. All citations shall be in writing and shall include the basis upon which the Director, in consultation with the Inspector General, assessed the penalty and selected the amount of civil penalty.

13.1.4. The name of any resident jeopardized by the violation shall not be specified in the citation.

13.1.5. In both determining to assess a civil penalty and in fixing the amount of the civil penalty to be imposed for violations, the Director, in consultation with the Inspector General, shall consider the gravity of the violation, which shall include:

13.1.5.a. The degree of substantial probability that death or serious physical harm will result and, if applicable, did result from the violation;

13.1.5.b. The severity of serious physical harm most likely to result, and if applicable, that did result from the violation; and

13.1.5.c. The extent to which the provisions of the applicable statutes or rules were violated.

13.1.6. If a licensee or a non-licensed operator does not plan to contest a citation which imposes a penalty, he or she shall submit to the Director, within 10 business days after the issuance of the citation, the total sum of the penalty assessed.

13.1.7. If a licensee or a non-licensed operator desires to contest a citation which imposes a penalty or the date specified for correction of a violation, he or she shall, within four business days after service of the citation or specification of time in which a violation is to be corrected, serve upon the Director, either personally or by registered or certified mail, the licensee's or non-licensed operator's written notice pursuant to Office of Inspector General Procedural Rule, Rules of Procedure for Contested Case Hearings and Declaratory Rulings, W. Va. Code R. §§64-1-1, *et seq.*

13.1.8. The Inspector General shall, in a civil judicial proceeding, recover any unpaid assessment which: (a) has not been contested under W. Va. Code §16B-9-12 within 30 days of receipt of notice of the assessment; (b) has been affirmed under the provisions of W. Va. Code §16B-9-12 and not appealed within 30 days of receipt of the Board of Review's final order; or has been affirmed on judicial review, as provided in W. Va. Code §16B-9-13. All money collected by assessments of civil penalties or interest shall be paid into a special resident benefit account. The Director shall apply the money only for the protection of the health or property of residents of facilities operated within the State of West Virginia, including payment for the costs of relocation of residents to other facilities; operation of a residential care community pending correction of deficiencies or closure; and reimbursement of residents for lost personal funds.

13.2. Restrictions; Revocation.

13.2.1. The Director, in consultation with the Inspector General, may place restrictions upon or revoke the current license of a residential care community, if he or she finds evidence of one or more of the following:

13.2.1.a. Lack of financial stability to operate, such as insufficient capital, delinquent accounts, checks returned because of insufficient funds, and nonpayment of taxes, utility expenses and other essential services;

13.2.1.b. The licensee or the administrator of the residential care community has been arrested for, adjudicated, and convicted of any felony or of a misdemeanor relevant for the provision of care in a health care facility or for operating a health care facility;

13.2.1.c. The licensee has been denied or has had a license to operate a health care facility revoked in West Virginia or any other jurisdiction during the previous five years;

13.2.1.d. The licensee has a record of noncompliance with lawful orders of the Office of Health Facility Licensure and Certification or other licensing or certification agency for any jurisdiction in which the applicant has operated, directed or participated in the operation of a health care facility;

13.2.1.e. The licensee or other person in charge of the residential care community refuses entry to the Director's duly authorized representative for an inspection or survey;

13.2.1.f. The licensee has inappropriately converted for its own use the property of a resident;

13.2.1.g. The licensee has secured property, or a bequest of property, from a resident by undue influence; or

13.2.1.h. The licensee has submitted false information either on the licensure or renewal application forms or during the course of an inspection or survey of the residential care community.

13.2.2. The Director, in consultation with the Inspector General, shall consider all available evidence at the time of the determination, including the history of the residential care community and the applicant in complying with this rule, notices of violations which have been issued to the residential care community and the applicant, findings of surveys and inspections, and any evidence provided by the residential care community, residents, law enforcement officials, and other interested individuals.

13.2.3. In addition to all other actions and penalties specified in this rule, the Director, in consultation with the Inspector General, may ban new admissions by order until further notice by the Director or reduce the bed capacity of the residential care community or both, when on the basis of inspection, he or she determines that:

13.2.3.a. There is an immediate and serious threat to one or more residents; or

13.2.3.b. There are poor care outcomes resulting in an avoidable decline in a resident's condition; or

13.2.3.c. There has been a decline in the functional abilities of one or more residents resulting from neglect or abuse; and

13.2.3.d. An admission ban or reduction in bed capacity or both would place the residential care community in a position to render adequate care.

13.2.4. The Director, in consultation with the Inspector General, shall notify a licensee of an admissions ban or reduction in bed capacity or both, stating the terms of the order, the reasons for the order and the date set for compliance.

13.2.5. In addition to all other actions and penalties specified by law and this rule, the Director, in consultation with the Inspector General, may revoke a license which has been obtained through the use of fraud or subterfuge.

§71-23-14. Administrative Due Process.

14.1. Administrative due process and remedies for actions taken under W. Va. Code §§16B-9-1, *et seq.*, and this rule shall be in accordance with the Office of Inspector General, Procedural Rule, Rules of Procedure for Contested Case Hearings and Declaratory Rulings, W. Va. Code R. §§64-1-1, *et seq.*