

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 04/01/2026	
NAME OF PROVIDER OR SUPPLIER CHARTER SENIOR LIVING OF GATEWAY PARK		STREET ADDRESS, CITY, STATE, ZIP CODE 6338 WEST QUIET ROAD, GREENFIELD, , 46140					
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...			(X5) COMPLETION DATE	
R 0000	INITIAL COMMENTS This visit was for the Investigation of Intakes 466875 and 468431. Intake 466875 - No deficiencies related to the allegations are cited. Intake 468431 - State deficiencies related to the allegations are cited at R0273 and R0274. Survey dates: March 31 and April 01, 2026 Facility number: 015521 Residential Census: 60 These deficiencies reflect State Findings cited in accordance with 410 IAC (Indiana Administrative Code) 16.2-5. Quality review completed on April 2, 2026.	R 0000					

R 0273	Food and Nutritional Services - Deficiency 410 IAC 16.2-5-5.1(f) (f) All food preparation and serving areas (excluding areas in residents ' units) are maintained in accordance with state and local sanitation and safe food handling standards, including 410 IAC 7-24. Based on observation, interview and record review, the facility failed to maintain optimal cleanliness and sanitization of the kitchen area and equipment and failed to routinely monitor and document of refrigerator temperatures. These deficient practices had the potential to adversely affect all 60 of 60 residents who received meal service from the facility's kitchen. Findings include: In a tour of the facility's kitchen area on 3-31-26 at 11:30 a.m., with the Business Office Manager (BOM), the following concerns were observed: -the flat top griddle was observed with debris of burnt food present. Dietary Staff 3 indicated the flat top griddle was to be cleaned each evening. -the grill area had burnt food debris present and had a greasy/oily appearance. Dietary	R 0273	R-0273 – Kitchen Cleanliness and Temperature Logs Deficiency: Facility failed to maintain optimal cleanliness and sanitation of the kitchen area and equipment and failed to routinely monitor and document refrigerator temperatures. Correction: • Education complete by 4/25/26 with all dietary staff performed by Dietary Specialist. Education, expectations and performance standards singed off by each employee. • New temperature logs posted on all refrigerators • New Daily/weekly cleaning schedules posted in dietary area • New Dining services Director to monitor for compliance and accountability daily Systemic Changes: • Dietary Aid Sanitation duties and temperature logs for each shift have been assigned for daily/weekly compliance and task sheets posted weekly for compliance • Cook Sanitation duties temperature logs for each shift have been assigned for	04/24/2026
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DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

Staff 3 indicated the grill was cleaned three days ago, after the kitchen had prepared ribs. -the microwave's door exterior appeared with a dried drop of a red substance on the bottom portion of the door handle and splatter of same on the lower left portion of the door. The interior of the microwave had multiple dried brown food stains and debris present. Dietary Staff 3 indicated the microwave was cleaned when it needed it, but did not provide a guideline as to how that was determined. -The four (4)-slice toaster, located adjacent to the food service area, was observed with multiple stains on the exterior of the device. The interior of device was observed with a thick coating on the bottom portion of light to brown food crumbs/materials present. The area in which the device sat on the counter had large amount of light brown food crumbs/materials present, located under and around the toaster. -The exterior of the double ovens were observed with obvious stains to the door and frame of ovens; the interior of the ovens were observed with a thick coating of medium to dark brown oily residue present. -The floor surfaces under the	daily/weekly compliance and task sheets posted weekly for compliance • Kitchen deep clean took place 4/6-4/7/26 addressing all equipment, flooring Monitoring: • Designee will complete daily temp log and daily/weekly sanitation log review on each shift for compliance • DSD and BOM will utilize corrective action for non-compliance and accountability • ED and DSD will review compliance and outcomes monthly at 1:1 meeting and track compliance for 12 months	
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stove, griddle, grill and deep fryer appeared with a thick coating of a dark, oily substance with what appears to be dropped food, dust, dirt and general debris.

-The condiment cooler, located near the stand-alone refrigerator, had both lids closed and the exterior of both lids were stained with multiple colored food debris and crumbs. The interior portion of both lids and the interior section of the cooler had multiple colored food debris, with all food products with lids or plastic coverings present. Several of the food containers were lying on their side and not standing upright in no type of order.

-The clean dish storage, located near the food preparation-service area and across from condiment cooler, was observed to have multiple food products, dust, debris coming in contact or near contact with the clean dishes.

-A temperature log for the stand-alone refrigerator was posted on the stand-alone refrigerator. The log was completed for March 1 through 5, 2026, with the remainder of the slots for the dates March 6 through 31, 2026 were left blank.

In an interview on 3-31-26 at

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

12:30 p.m., with the BOM, she indicated, "I know some things have been missed and needs to get better. As I was following you around today, I noticed that the kitchen really needs cleaned better than it has been being done. I noticed what you had mentioned that the clean dish storage near the food service area had some old food touching the clean dishes."

In an interview on 3-31-26 at 12:38 p.m., with the Executive Director (ED), he indicated the dietary area was in need of deep cleaning. He added several of the dietary staff had recently received written warnings related to not keeping the kitchen area clean and sanitary. "We really need to get it cleaned up." The ED denied any concerns related to any of the residents complaining of any gastrointestinal issues, such as nausea, vomiting or diarrhea. He was unable to provide a schedule for the cleaning of the kitchen equipment at that time.

In an interview on 3-31-26 at 1:50 p.m., with the ED, he indicated in the past few weeks, the facility had dietary staff from sister facilities helping in the dietary department. He added those persons had shared their concerns about a lack of continuity of routine cleaning by the facility's staff. "To me, right

now, some of this just looks like laziness of not cleaning up things when they should be." He clarified most of the large equipment, such as the stove, deep fryer, fridge, some coolers, are on wheels and could easily be moved for cleaning under and around each piece of equipment.

In interviews with three alert and oriented residents, on 4-1-26, all three resident indicated they had not experienced any gastrointestinal issues, such as nausea, vomiting or diarrhea, in the recent past. All three residents indicated they routinely eat meals from the dietary department.

The Indiana Department of Health's "Retail Food Establishment Sanitation Requirements," manual (effective 4-16-25), indicated at 410 IAC (Indiana Administrative Code) at Section 306 (a), (b) and (c)(1)(2)(3) that equipment or utensils which comes in contact with food must be must be kept free of encrusted grease deposits and other soil accumulations and non-food contact surfaces of equipment must be kept free of an accumulation of dust, dirt, food residue and other debris.

The Indiana Department of Health's "Retail Food

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

	Establishment Sanitation Requirements," manual (effective 4-16-25), indicated at 410 IAC at Section 307 (a)(5), (d)(6)(A), (B), (C) and (D) provides guidelines for cleaning scenarios and frequencies. The Indiana Department of Health's "Retail Food Establishment Sanitation Requirements," manual (effective 4-16-25), indicated at 410 IAC at Section 308 (a) and (b) indicated the food contact surfaces of cooking and baking equipment must be cleaned at least every twenty-four (24) hours and the interiors and door seals of microwave ovens must be cleaned at least every twenty-four (24) hours by using the manufacturer's recommended cleaning procedure. The Indiana Department of Health's "Retail Food Establishment Sanitation Requirements," manual (effective 4-16-25), indicated at 410 IAC at Section 330 (a) indicated any single-service articles, single-use articles, and utensils that have been sanitized must be handled, displayed, and dispensed so that contamination of food contact and lip contact surfaces is prevented. On 3-31-26 at 1:57 p.m., the ED			
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provided a policy entitled, "Sanitation," with an effective date of 10/2021. This policy indicated, "All kitchen, kitchen areas and dining areas shall be kept clean...and protected from rodents, roaches, flies and other insects...A cleaning schedule shall be posted weekly. Associates are responsible for signing [sic] off when their assigned tasks are completed. Staff are not to sign off on tasks that were not completed and should not sign off for others. If a task has been left uncompleted, the assigned incomplete task must be reported to the supervisor prior to the end of shift for corrective action."

On 3-31-26 at 2:15 p.m., the ED provided a policy entitled, "Refrigeration Temperatures," with an effective date of 10/2021. This policy indicated, "Temperatures will be recorded daily in all refrigerated units that are utilized by Dining Services department. A log will be maintained for all refrigeration equipment and temperatures will be recorded daily as assigned by the Dining Services Director."

This citation relates to Intake 468431.

410 IAC (Indiana Administrative code) 16.2-5.5.1(d)

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

R 0274	Food and Nutritional Services - Noncompliance 410 IAC 16.2-5-5.1(g)(1-3) (g) There shall be an organized food service department directed by a supervisor competent in food service management and knowledgeable in sanitation standards, food handling, food preparation, and meal service. (1) The supervisor must be one (1) of the following: (A) A dietitian. (B) A graduate or student enrolled in and within one (1) year from completing a division approved, minimum ninety (90) hour classroom instruction course that provides classroom instruction in food service supervision who has a minimum of one (1) year of experience in some aspect of institutional food service management. (C) A graduate of a dietetic technician program approved by the American Dietetic Association. (D) A graduate of an accredited college or university or within one (1) year of graduating from an accredited college or university with a degree in foods and nutrition or food administration with a minimum of one (1) year of experience in some aspect of food service management. (E) An individual with training and	R 0274	R-0274 – Certified Food Service Employee in absence of Director Deficiency: The facility failed to ensure the facility's kitchen and dining services was directed by a supervisor who was competent in food service management and knowledgeable in sanitation standards. Correction: • New DSD in place and certification posted 4/16/26 • Certified cook is back up and certification is posted 4/16/26 • All new cooks coming in will also be certified as part of job expectations Monitoring: • ED, BOM and DSD to ensure there is one certified food service provider to oversee dietary duties.	04/24/2026
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DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

	experience in food service supervision and management. (2) If the supervisor is not a dietitian, a dietitian shall provide consultant services on the premises at peak periods of operation on a regularly scheduled basis. (3) Food service staff shall be on duty to ensure proper food preparation, serving, and sanitation. Based on interview, the facility failed to ensure the facility's kitchen and dining services was directed by a supervisor who was competent in food service management and knowledgeable in sanitation standards. This deficient practice has the potential to adversely affect all 60 of 60 residents who received meal service from the facility's kitchen. Findings include:		• DSD and BOM to ensure all certifications are current via employee certification audits, filed in employee files and posted visibly in the kitchen	
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DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

FORM APPROVED

OMB NO. 0938-0391

In an interview on 3-31-26 at 12:30 p.m., with the Business Office Manager (BOM) she indicated the facility has been without a Dietary Manager for about 2 months and she and the Executive Director (ED) have been over-seeing the dietary department in the absence of a Dietary Manager. "I know some things have been missed and needs to get better."

In an interview with Dietary Staff 3 on 3-31-26 at 11:30 a.m., she indicated without a designated Dietary Manager, there had not really been anyone identified as the person in charge for the kitchen. "[I] Don't always know who to go to for any problems or questions."

In an interview with the ED on 1-31-26 at 12:38 p.m., he indicated the facility had a Dietary Manager scheduled to begin in several weeks. Regarding the dietary department's concerns of cleanliness and sanitation, the ED added several of the dietary staff have been written up in the recent past related to not keeping the kitchen area clean and sanitary. "Obviously, this [the lack of a Dietary Manager position] hasn't worked very well so far. As the ED, I am responsible for over-seeing all departments. We are going to have to get things taken care

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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of." He clarified the facility currently did not have a schedule for cleaning of the kitchen equipment as that was usually done by the Dietary Manager.

The Indiana Department of Health's "Retail Food Establishment Sanitation Requirements," manual (effective 4-16-25), indicated at 410 IAC (Indiana Administrative Code) at Sections 134, 135 and 136, each facility shall have a designated person in charge present all hours of operation. This person, "shall demonstrate...knowledge of foodborne disease prevention, application of the HACCP [a written document that delineates the formal procedures for following the Hazard Analysis and Critical Control Point principles developed by the National Advisory Committee on Microbiological Criteria for Foods] and requirements of this rule." These Sections identify the educational requirements and supervisory expectations for the person in charge to hold.

This citation relates to Intake 468431.

410 IAC (Indiana Administrative Code) 16.2-5.5.1(g)(1)(A)

410 IAC 16.2-5.5.1(g)(1)(B)

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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OMB NO. 0938-0391

410 IAC 16.2-5.5.1(g)(1)(C)
410 IAC 16.2-5.5.1(g)(1)(D)
410 IAC 16.2-5.5.1(g)(1)(E)(2)
410 IAC 16.2-5.5.1(g)(1)(E)(3)

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURERyan Cassedy	TITLEED	(X6) DATE04/23/2026
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