



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR  
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR  
DIVISION OF LICENSING & CERTIFICATION  
JAMIE SIMPSON – PROGRAM SUPERVISOR  
RESIDENTIAL ASSISTED LIVING FACILITY PROGRAM  
P.O. Box 83720  
Boise, Idaho 83720-0009  
EMAIL: ralf@dhw.idaho.gov  
PHONE: 208-364-1962  
FAX: 208-364-1888

July 22, 2015

Jill Williams, Administrator  
Rigby Country Living  
4202 East 300 North  
Rigby, Idaho 83442

Provider ID: RC-914

Ms. Williams:

An unannounced, complaint investigation was conducted over the phone with Rigby Country Living-Rural Assisted Living Facilities, LLC. During that time, observations, interviews, and record reviews were conducted with the following results:

**Complaint # ID00006976**

**Allegation #1:** The facility had bed bugs and did not take the appropriate measures to eradicate them.

**Findings #1:** A telephone investigation was conducted on 5/6/15 regarding the facility's infestation of bed bugs.

The facility submitted receipts and a statement from "Pest Solutions" that documented treatments provided to eradicate the bed bugs and preventative measures taken to prevent re-infestations. The statement from "Pest Solutions," dated 5/5/15, documented the facility contacted them on 1/28/15 regarding an infestation of bed bugs. The statement documented "Pest Solutions" treated the facility on 1/29, 2/5, 2/12 and 2/19/15. Bi-monthly treatments were done on 3/2, 3/24, 4/3, 4/22 and 5/1/15. Additionally, "Pest Solutions" provided "follow-up" treatments for "new exposures" on 4/3 and 5/1/15.

The facility provided receipts from "Walmart," dated 1/29 and 5/4/15. The receipts documented the facility purchased 26 mattress covers, 6 pillow covers and 2 bedframes.

On 5/6/15 at 10:30 AM, the administrator stated the initial bed bug infestation started the end of January 2015. The administrator stated she contacted "Pest Solutions" the end of January 2015 regarding the bed bugs. She stated the facility contracted with "Pest Solutions" to treat the infestation and provide on-going preventative treatments to prevent re-infestations. She stated she went to "Walmart" and bought several mattress covers and pillow covers. She stated bed bugs were observed again on 5/1/15 and that "Pest Solutions" came and treated the facility.

Jill Williams, Administrator  
July 22, 2015  
Page 2 of 2

Unsubstantiated. The facility took appropriate measures when an infestations of bed bugs occurred.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



RAE JEAN MCPHILLIPS, RN, BSN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

RM/sc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program