



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR  
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P.O. Box 83720  
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August 30, 2015

Gay Lynn James, Administrator  
The Courtyard at Coeur d'Alene  
2100 East Sherman Avenue  
Coeur d'Alene ID 83814

Provider ID: RC-1065

Ms. James:

Allegation #1: The dishwasher in Building #3 did not work.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #2: Employees were not adequately trained in infection control measures.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #3: The facility did not have enough staff to assist residents with activities of daily living needs.

Findings: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

GLORIA KEATHLEY, LSW  
Health Facility Surveyor  
Residential Assisted Living Facility Program

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