



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

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

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LICENSING AND CERTIFICATION  
P.O. Box 83720  
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PHONE 208-334-6626  
FAX 208-364-1888

December 22, 2011

George Ciccone, Administrator  
Country Comfort Residential Care  
3129 East Spring View Drive  
Coeur D' Alene, ID 83814-5179

License #: Rc-866

Dear Mr. Ciccone:

On November 22, 2011, a complaint investigation survey was conducted at Country Comfort Residential Care. As a result of that survey, deficient practices were found. The deficiencies were cited at the following level(s):

- Non-core issues, which are described on the Punch List, and for which you have submitted evidence of resolution.

This office is accepting your submitted evidence of resolution.

Should you have questions, please contact Rachel Corey, RN, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 334-6626.

Sincerely,

Rachel Corey, RN  
Team Leader  
Health Facility Surveyor  
Residential Assisted Living Facility Program

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



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November 22, 2011

George Ciccone, Administrator  
Country Comfort Residential Care  
3129 East Spring View Drive  
Coeur D' Alene, ID 83814-5179

Dear Mr. Ciccone:

An off-site complaint investigation survey was conducted regarding Country Comfort Residential Care on November 22, 2011. During that time, interviews, and record reviews were conducted with the following results:

Complaint # ID00005180

**Allegation #1:** The facility did not ensure a caregiver's fingerprints were submitted to the criminal history unit within 21 days of hire.

**Findings #1:** Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.009.04 for not ensuring a caregiver's fingerprints were submitted to the criminal history unit within 21 days of hire. The facility was required to submit evidence of resolution within 30 days.

If you have questions or concerns regarding our visit, please call us at (208) 334-6626. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

Rachel Corey, RN  
Health Facility Surveyor  
Residential Assisted Living Facility Program

rc/rc

George Ciccone, Administrator  
November 22, 2011  
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c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program

