CHAPTER 323

HEALTH AND ENVIRONMENT

SENATE BILL 22-154

BY SENATOR(S) Danielson, Buckner, Gonzales, Jaquez Lewis, Kolker, Moreno, Pettersen, Story, Winter; also REPRESENTATIVE(S) McCormick and Lindsay, Amabile, Bird, Boesenecker, Caraveo, Cutter, Esgar, Exum, Hooton, Sirota, Titone, Young.

AN ACT

CONCERNING INCREASING SAFETY IN ASSISTED LIVING RESIDENCES, AND, IN CONNECTION THEREWITH, MAKING AN APPROPRIATION.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, **add** 25-27-104.3 as follows:

25-27-104.3. Involuntary discharge - notice - grievance process - appeal - hearing - definition. (1) (a) (I) EXCEPT AS PROVIDED IN SUBSECTION (1) (c) OF THIS SECTION, AN ASSISTED LIVING RESIDENCE SHALL PROVIDE WRITTEN NOTICE OF ANY INVOLUNTARY DISCHARGE OF A RESIDENT AT LEAST THIRTY CALENDAR DAYS IN ADVANCE OF THE DISCHARGE TO:

- (A) THE RESIDENT;
- (B) The resident's legal representative; and
- (C) ANY RELATIVE OR OTHER PERSON LISTED AS A CONTACT PERSON FOR THE RESIDENT OR DESIGNATED TO RECEIVE NOTICE OF A DISCHARGE.
- (II) WITHIN FIVE DAYS AFTER PROVIDING WRITTEN NOTICE TO THE RESIDENT, THE RESIDENCE SHALL SEND THE DISCHARGE NOTICE TO THE STATE LONG-TERM CARE OMBUDSMAN AND THE LOCAL OMBUDSMAN.
- (b) (I) At a minimum, the notice of discharge must include a detailed explanation of the reason or reasons for the involuntary discharge, including:

Capital letters or bold & italic numbers indicate new material added to existing law; dashes through words or numbers indicate deletions from existing law and such material is not part of the act.

- (A) FACTS AND EVIDENCE SUPPORTING EACH REASON GIVEN BY THE RESIDENCE;
- (B) A RECOUNTING OF EVENTS LEADING TO THE INVOLUNTARY DISCHARGE, INCLUDING INTERACTIONS WITH THE RESIDENT OVER A PERIOD OF TIME PRIOR TO THE NOTICE, AND ACTIONS TAKEN TO AVOID DISCHARGE AND THE TIMING OF THOSE ACTIONS;
- (C) A STATEMENT THAT THE RESIDENT OR A PERSON LISTED IN SUBSECTION (1)(a)(I) of this section has the right to file a grievance with the residence challenging the involuntary discharge within fourteen days after the written notice, that the residence's designee must provide a response to the grievance within five business days after receiving the grievance, and, if the resident or person filing the grievance is dissatisfied with the response, that the resident or person filing the grievance may appeal to the executive director of the department or the executive director's designee pursuant to subsection (3) of this section; and
- (D) Names and contact information, including telephone numbers, addresses, and e-mail addresses, for the state long-term care ombudsman, the local ombudsman, and the department.
- (II) If the residence's involuntary discharge of the resident is due to a medical or physical condition resulting in a required level of care that cannot be treated with medication or services routinely provided by the residence's staff or an external service provider, the notice must also include an assessment by the resident's physician or applicable health-care or behavioral health provider of the resident's current needs in relation to the resident's medical and physical condition.
- (c) If the stated reason for the involuntary discharge is because the resident requires a level of care that cannot be met by the residence or the resident has demonstrated that the resident is a danger to the resident or others, thirty days' notice is not required. However, the residence shall give as much advance notice as is reasonable under the circumstances prior to the resident's removal from the residence. The residence must still provide written notice of the involuntary discharge pursuant to subsection (1)(b) of this section as possible to the resident, other persons listed in subsection (1)(a)(I) of this section, and the state long-term care ombudsman and the local ombudsman. Notwithstanding the resident's removal from the residence pursuant to this subsection (1)(c), the resident may file a grievance relating to the involuntary discharge within fourteen days after the resident's receipt of the written notice of involuntary discharge required pursuant to subsection (1)(b) of this section.
- (2) (a) (I) EACH ASSISTED LIVING RESIDENCE SHALL DESIGNATE AN INDIVIDUAL TO RECEIVE GRIEVANCES, PURSUANT TO SUBSECTION (2)(a)(II) OF THIS SECTION, RELATING TO THE INVOLUNTARY DISCHARGE OF A RESIDENT.
- (II) A resident or any person listed in subsection (1)(a)(I) of this section may file a grievance with the designee within fourteen days after written

NOTICE IS GIVEN TO THE RESIDENT PURSUANT TO SUBSECTION (1)(b) OR (1)(c) OF THIS SECTION CHALLENGING THE INVOLUNTARY DISCHARGE OF THE RESIDENT AND THE REASONS FOR THE DISCHARGE.

- (III) A resident or a person listed in subsection (1)(a)(I) of this section filing a grievance shall submit the grievance in writing, cause it to be written, or state it orally to the designee, with the person filing the grievance providing some evidence of the oral submission of the grievance or a witness attesting to the oral submission.
- (b) No later than five business days after a grievance has been submitted pursuant to subsection (2)(a) of this section, the designee shall provide a written response to the grievance to the resident, the persons listed in subsection (1)(a)(I) of this section, and the state long-term care ombudsman and the local ombudsman. The designee's written response must be accompanied by an oral explanation to the resident or person filing the grievance if appropriate because of the mental or physical condition of the resident or person filing the grievance.
- (c) The state long-term care ombudsman or the local ombudsman may provide assistance to a resident or person filing a grievance in investigating, preparing, and filing the grievance pursuant to this subsection (2) or investigating, preparing, and filing an appeal of the designee's response to the grievance pursuant to subsection (3) of this section.
- (3) If the resident or person filing the grievance is dissatisfied with the DESIGNEE'S WRITTEN RESPONSE, THE RESIDENT OR THE PERSON FILING THE GRIEVANCE MAY APPEAL TO THE DEPARTMENT FOR REVIEW OF THE DESIGNEE'S RESPONSE TO THE GRIEVANCE BY FILING THE SAME GRIEVANCE, THE ORIGINAL NOTICE AND SUPPORTING DOCUMENTATION GIVEN TO THE RESIDENT PURSUANT TO SUBSECTION (1)(b) OR (1)(c) OF THIS SECTION, AND THE DESIGNEE'S WRITTEN RESPONSE PURSUANT TO SUBSECTION (2)(b) OF THIS SECTION, INCLUDING SUPPORTING DOCUMENTATION, ALONG WITH ANY ADDITIONAL INFORMATION OR DOCUMENTATION, TO THE EXECUTIVE DIRECTOR OF THE DEPARTMENT FOR THE DEPARTMENT'S REVIEW. AN APPEAL TO THE EXECUTIVE DIRECTOR OF THE DEPARTMENT MUST BE FILED WITHIN FIVE BUSINESS DAYS AFTER THE RESIDENT OR PERSON FILING THE GRIEVANCE RECEIVES THE DESIGNEE'S WRITTEN RESPONSE. THE DEPARTMENT SHALL REVIEW THE GRIEVANCE AND RESPONSE AS SOON AS POSSIBLE, BUT NO LATER THAN SIXTY DAYS AFTER RECEIVING THE APPEAL, TO DETERMINE WHETHER THE INVOLUNTARY DISCHARGE COMPLIES WITH THE LAW AND THE PROCESS ESTABLISHED IN THIS SECTION. THE DEPARTMENT MAY CONFER WITH OR RECEIVE INFORMATION FROM THE RESIDENT, THE RESIDENCE, AND THE STATE LONG-TERM CARE OMBUDSMAN AND THE LOCAL OMBUDSMAN CONCERNING THE INVOLUNTARY DISCHARGE.
- (4) (a) The assisted living residence shall not take any punitive or retaliatory action against a resident due to the resident filing a grievance or appeal pursuant to this section and shall continue to assist with planning a discharge or transfer of the resident while the grievance or appeal to the department is pending.

- (b) If the stated reason for the involuntary discharge is for nonpayment of monthly services or room and board, the residence may discharge the resident on the thirty-first day after the written notice of discharge has been provided to the resident. If it is determined through the grievance and appeal process that the resident substantially complied with payments due to the residence, the residence shall allow the resident to return to the residence.
- (5) If the resident, the person filing the grievance or the appeal, or the assisted living residence is dissatisfied with the findings and recommendations of the department, that resident, person, or residence may request a hearing conducted by the department pursuant to section 24-4-105.
- (6) (a) No later than January 1, 2024, the state board shall promulgate rules necessary to implement the grievance process set forth in this section.
- (b) Prior to the board's adoption of rules for the implementation of the grievance process, the department shall confer with the advisory committee established in section 25-27-110 for the purpose of making recommendations to the board concerning rules relating to the grievance process.
- (7) As used in this section, "designee" means the individual designated by the assisted living residence to receive grievances relating to an involuntary discharge of a resident pursuant to subsection (2)(a)(I) of this section.
- **SECTION 2.** In Colorado Revised Statutes, 25-27-104, **amend** (2) introductory portion and (2)(g); and **add** (2)(l) and (2)(m) as follows:
- **25-27-104.** Minimum standards for assisted living residences rules. (2) Rules promulgated by the State board RULES PROMULGATED pursuant to subsection (1) of this section shall MUST include, as AT a minimum, provisions RULES requiring the following:
 - (g) That the administrator and staff of a residence:
- (I)(A) Meet minimum educational, training, and experience standards established by the state board. including a requirement that such persons be
- (B) On and after January 1, 2024, the state board's minimum standards for administrators must require, at a minimum, that each administrator, regardless of the administrator's hire date, have at least one year experience supervising the delivery of personal care services that includes activities of daily living or has attained the education or experience established by the state board in lieu of that supervisory experience.
 - (II) ARE of good, moral, and responsible character. In making such a THE

determination, the owner or licensee of a residence may SHALL have access to and shall obtain any criminal history record information from a criminal justice agency, subject to any restrictions imposed by such the agency for any person responsible for the care and welfare of residents of such the residence and shall obtain a CHECK OF THE COLORADO ADULT PROTECTIVE SERVICES DATA SYSTEM PURSUANT TO SECTION 26-3.1-111 FOR ANY PERSON WHO IS AN EMPLOYEE OF THE RESIDENCE, AS DEFINED IN SECTION 26-3.1-111 (2), WHO WILL PROVIDE DIRECT CARE TO RESIDENTS.

- (1) That the assisted living residence comply with the provisions of section 25-27-104.3 concerning the involuntary discharge of residents; and
- (m) That the state board establish, not later than January 1, 2024, a range of fines for violations, which amounts may vary based on the size of the assisted living residence and the potential for harm to one or more persons, and shall permit the department to consider factors set forth in section 25-27-106 (4) in determining the amount of the fine. Prior to the board's adoption of rules concerning the range of fines for violations, the department shall make recommendations to the board, including a proposed schedule of fines that vary the range of fines by the severity and frequency of the violations and that may include a different range of fines based on the size of the residence. The department shall first present the recommendations to and seek feedback from the advisory committee established in section 25-27-110.
- **SECTION 3.** In Colorado Revised Statutes, 25-27-106, **amend** (2)(b)(I)(E) and (2)(b)(II); and **add** (4), (5), and (6) as follows:
- **25-27-106.** License denial, suspension, or revocation. (2) (b) (I) The department may impose intermediate restrictions or conditions on a licensee that may include at least one of the following:
- (E) Paying a civil fine not to exceed two thousand dollars in a calendar year ten thousand dollars per violation; except that the department may exceed the cap for an egregious violation that results in death or serious injury to a resident after considering the circumstances surrounding the violation and the factors set forth in subsection (4)(a) of this section.
- (II) (A) If the department imposes an intermediate restriction or condition that is not a result of a life-threatening situation OR DUE TO SERIOUS INJURY OR HARM TO A RESIDENT, the licensee shall receive written notice of the restriction or condition. No later than ten days after the date the notice is received from the department, the licensee shall submit a written plan that includes the time frame for completing the plan and addresses the restriction or condition specified.
- (B) If the department imposes an intermediate restriction or condition that is the result of a life-threatening situation or IS DUE TO SERIOUS INJURY OR HARM TO A RESIDENT, the department shall notify the licensee in writing, by telephone, or in person during an on-site visit. The licensee shall implement the restriction or condition immediately upon receiving notice of the restriction or condition. If the

department provides notice of a restriction or condition by telephone or in person, the department shall send written confirmation of the restriction or condition to the licensee within two business days.

- (4) (a) (I) Notwithstanding the department's discretion pursuant to subsection (2)(b)(I) of this section concerning the imposition of intermediate restrictions or conditions on a licensee, the department shall impose a fine, in an amount per violation that is calculated to deter further violations, for any violation resulting in actual harm or injury to a resident. Consistent with state board rules pursuant to section 25-27-104 (2), the amount of the fine may vary depending on the size of the residence, the potential for harm or injury to one or more residents, and whether there is a pattern of potential or actual harm or injury to residents.
 - (II) IN DETERMINING THE AMOUNT OF A FINE, THE DEPARTMENT SHALL CONSIDER:
 - (A) THE HISTORY OF HARM OR INJURY AT THE RESIDENCE;
- (B) THE NUMBER OF INJURIES TO RESIDENTS FOR WHICH THE CAUSE OF THE INJURY IS UNKNOWN;
- (C) The adequacy of the residence's occurrence investigations and reporting;
- (D) THE ADEQUACY OF THE ADMINISTRATOR'S SUPERVISION OF EMPLOYEES TO ENSURE EMPLOYEES ARE KEEPING RESIDENTS SAFE FROM HARM OR INJURY; AND
- (E) THE RESIDENCE'S COMPLIANCE WITH REQUIRED MANDATORY REPORTING OF THE MISTREATMENT OF RESIDENTS.
- (b) Notwithstanding the department's discretion pursuant to subsection (2)(b)(I) of this section, the department shall impose a fine, in an amount determined by the department, for any residence that is found to be without an administrator, or an interim administrator, as defined by the state board by rule, on or after January 1, 2024, who meets the requirements established by the state board pursuant to section 25-27-104 (2)(g)(I)(B).
- (5) EXCEPT AS PROVIDED IN SUBSECTION (2)(b)(III) OF THIS SECTION, THE DEPARTMENT MAY SUSPEND, REVOKE, OR REFUSE TO RENEW THE LICENSE OF A RESIDENCE IF:
- (a) A resident is subject to mistreatment, as defined in section 26-3.1-101 (7), that causes injury to the resident;
- (b) The residence's owner or administrator directly caused the mistreatment or the mistreatment resulted from the administrator's failure to adequately train or supervise employees; and
 - (c) A DIRECTED WRITTEN PLAN REQUIRED BY THE DEPARTMENT PURSUANT TO

SUBSECTION (2)(b)(I)(D) of this section to correct the violation, in addition to the assessment of civil fines, has not or is not reasonably expected to correct the violations.

- (6) On and after January 1, 2024, the department may refuse to renew the license of a residence if the residence's administrator does not meet the requirements established by the state board pursuant to section 25-27-104 (2)(g)(I)(B).
- **SECTION 4.** In Colorado Revised Statutes, 25-27-102, **amend** the introductory portion; and **add** (6.5) and (12) as follows:
- **25-27-102. Definitions.** As used in this article ARTICLE 27, unless the context otherwise requires:
- (6.5) "Local ombudsman" has the same meaning as set forth in section 26-11.5-103 (2).
- (12) "State long-term care ombudsman" has the same meaning as set forth in section 26-11.5-103 (7).
- **SECTION 5. Appropriation.** (1) For the 2022-23 state fiscal year, \$74,509 is appropriated to the department of public health and environment. This appropriation is from the general fund. To implement this act, the department may use this appropriation as follows:
- (a) \$26,829 for use by the health facilities and emergency medical services division for administration and operations, which amount is based on an assumption that the division will require an additional 0.3 FTE; and
 - (b) \$47,680 for the purchase of information technology services.
- (2) For the 2022-23 state fiscal year, \$47,680 is appropriated to the office of the governor for use by the office of information technology. This appropriation is from reappropriated funds received from the department of public health and environment under subsection (1)(b) of this section. To implement this act, the office may use this appropriation to provide information technology services for the department of public health and environment.
- **SECTION 6. Safety clause.** The general assembly hereby finds, determines, and declares that this act is necessary for the immediate preservation of the public peace, health, or safety.

Approved: June 2, 2022