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	15G308		02/25/2015

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CDC INC	204 RILEY RD DELPHI, IN 46923

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W 000 Bldg. 00	This visit was for a post certification revisit (PCR) survey to an extended recertification and state licensure survey completed on 10/3/14. This visit was in conjunction with the investigation of complaint #IN00161431. Dates of Survey: February 23, 24, and 25, 2015. Facility number: 000827 Provider number: 15G308 AIM number: 100235060 Surveyor: Amber Bloss - QIDP These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 3/6/15 by Ruth Shackelford, QIDP.	W 000		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 149 Bldg. 00	483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview, the facility failed to develop and/or implement abuse/neglect policies to prevent verbal abuse and to ensure a thorough investigation of an allegation of verbal abuse for 1 of 3 sampled clients (C). Based on record review and interview, the facility failed to develop and/or implement abuse/neglect policies to prevent neglect in regards to 2 additional clients (clients D, E) being left unattended on a van. Based on record review and interview, the facility failed to develop and/or implement abuse/neglect policies to investigate recurrent SIB (self-injurious behavior) to ensure the BSP (Behavior Support Plan) was implemented as written or revised as necessary to prevent recurrence for 1 of 3 sampled clients (A). Findings include: 1a) On 2/24/15 at 2:08 PM, the facility's BDDS (Bureau of Developmental	W 149	TAG 149 The agency has added training on Tone of Voice for initial hires and annually thereafter. This will be implemented by March 25, 2015. Staff will be trained on the training on tone of voice by 03/27/2015. Monitoring of new hire and annual training will be completed by the supervisor monthly. Monitoring of staffs interaction with consumers with concentration on tone of voice will be done by Supervisors completing Quality Inspections twice a week for 30 days then at least monthly thereafter. Habilitation Coordinator will complete weekly Quality Inspections. The trainer will review training's at least annually. Staff will be trained by March 27, 2015 on Tone of Voice, Abuse and Neglect, and Behavior plans of consumers. Monitoring of training will be completed by Supervisors. Supervisors will monitor staff twice weekly for thirty days and then monthly to ensure that Behavior plans are followed. Consumers meeting will be done one time weekly to include any issues that consumers may have with staff. This will be monitored by the supervisor at least bi-weekly for	03/27/2015

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	Disabilities Services) reports and investigations from 10/7/14 to 2/14/15 were reviewed. A BDDS report dated 12/17/14 indicated "[Client C] was talking about the upcoming Christmas Party tomorrow at workshop. He stated that he did not have a gift for the party and stated no-one (sic) else at the group home does either. Workshop staff stated 'well maybe you will go tonight'. (sic) [Client C] replied 'probably not I keep asking [DSP (Direct Support Professional) #2] (group home supervisor) and she hasn't taken us.' [Client C] stated to the workshop staff 'don't report this because if it gets back to staff I will get jumped on and yelled at'. [Client C] then stated in a raised voice 'why do you tell them stuff at day service, you should tell us'. [Client C] stated that is how staff 1 talks to him. [Client C] then stated staff 2 yells at him sometimes to (sic). He then reported the same staff yells at a housemate (reported separately)." The report indicated "staff was suspended pending an investigation. The incident was unsubstantiated. Staff and consumers were interviewed. The staff denied the allegation and no other staff stated they had witnessed any staff yelling at either consumer. The housemate denied the allegation ever happened. It appears in this incident that [Client C] likely was verbally redirected		thirty days and then at least monthly.	

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	in the past in an appropriate tone about reporting issues immediately as they occur and avoid complaining to others to ensure the issue can be resolved in a timely manner. [Client C] often takes verbal redirection as getting 'in trouble or jumped on' instead of teaching and training. [Client C] sometimes reacts poorly to appropriate criticism by making complaints of unfairness even with (when) there are plans in place." The report indicated "staff will be retrained on abuse and neglect." An investigation dated 12/17/14 indicated "[Client C] was talking to the Day Services Supervisor about some issues at the group home. [Client C] told the day services supervisor 'Don't report this because if it gets back to 2 staff I will get jumped and yelled at.' [Client C] then stated in a raised tone of voice, 'why do you tell them stuff at day services, you should tell us' (sic) [Client C] said that is how [DSP (Direct Support Professional) #1] talks to him, she yells. [Client C] then stated [DSP #2] yells at him sometimes too. [Client C] then stated that the 2 staff listed yell at [Client B] too." The investigation indicated interviews with clients A, B, C, and E. The investigation indicated Client C indicated "Well, [DSP #1] and [DSP #2] yell at me and [Client B]." The investigation did not			

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	indicate interviews with DSP #1, DSP #2, or other staff members. The investigation indicated "This incident is Not (sic) substantiated. After speaking with all parties involved, there is conflicting evidence that the allegations occurred. The alleged perpetrators denied the allegations as did all the consumers accept (sic) the consumer reporting the incident. In conclusion, staff may have likely changed their tone; however, it does not appear that staff yelled or directed the consumers in an abusive manner." The investigation's "Corrective Action" indicated the following: "retrain on Abuse/Neglect "Tone", Consumer trained on Abuse/Neglect, Retrain Consumer on redirection." 1b) A BDDS report dated 1/15/15 indicated "[Client C] reported to staff 1 that when he returned to work staff 2 told him that the parts that were cut yesterday were wrong and that the staff 2 was "[expletive]" about it. The consumer stated that staff 2 told him to go help another consumer. [Client C] stated that he went back to staff 2 to ask a question and the staff 2 stated "go sit down." [Client C] stated to staff 1 that staff 2 raised his voice both times. Staff 3 who was present was asked about eh (sic) incident and she stated that staff 2 did not yell in a loud voice but did raise his tone			

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	and staff 3 felt as if the tone of voice was inappropriate." An investigation dated 1/16/15 indicated "[Client C] reported to staff 1 that when he returned to work staff 2 told him that the parts that were cut yesterday were wrong and that the staff 2 was "expletive" about it. The consumer stated that staff 2 told him to go help another consumer . [Client C] stated that he went back to staff 2 to ask a question and the staff 2 stated 'go sit down'. [Client C] stated to staff 1 that staff 2 raised his voice both times. Staff 3 who was present was asked about eh (sic) incident and she stated that staff 2 did not yell in a loud voice but did raise his tone and staff 3 felt as if the tone of voice was inappropriate." The investigation indicated DSP (Direct Support Professional) #3, who worked at the facility owned day service program, indicated "STATED THAT THE TONE WAS RAISED AND INAPPROPRIATE. STATED THAT [DSP #4] (referred to staff 2 above) SHOULD HAVE EXPLAINED. [DSP #4] SEEMED FRUSTRATED AND MAD." The investigation indicated an interview with Client F (day service client) indicated "[Client F] STATED THAT HE HAD SAID TO [Client C] THAT HE MESSED UP WOOD PARTS. [Client C] STATED DID NOT KNOW			

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	ANYTHING ABOUT AFTER [Client C] WALKED AWAY. SAID WAS JUST JOKING." The investigation indicated "THIS INVESTIGATOR left two phone message on [DSP #4]'s phone afternoon of 1/15/15 first asking [DSP #4] to phone investigator back, the 2nd call (sic) that would call again in the morning around 8:10am and to please be present. On 1/16 at 8:15am Investigator called [DSP #4] (sic) left message stating to call to complete investigation. The call was not returned." The 1/16/15 investigation indicated "[Client C] STATED THAT [Client F] HAD TOLD HIM THE (that) EVERY PART OF WOOD PIECE AS WRONG. [Client C] SAID THAT HE WALKED AWAY WHEN [Client F] SAID THAT BECAUSE IT MADE [Client F] MAD. [Client C] SAID THAT HE THEN WENT BACK TO ASK [DSP #4] A QUESTION AND THAT IS WHEN [DSP #4] POINTED HIS FINGER AT HIM AND SAID IN AN "(ANGRY)" VOICE "SIT DOWN". [Client C] SAID THAT WAS WHEN [Client C] WENT TO TALK TO [DSP #5]. INVESTIGATOR ASKED [Client C] TO SHOW INVESTIGATOR THE FACE THAT [DSP #4] MADE WHEN HE SAID SIT DOWN AND [Client C]'S JAW JUTTED OUT, THE CORNER OF			

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	HIS MOUTH TURNED DOWN AND HIS EYES SQUINTED HALF CLOSED AS HE INAPPROPRIATELY STATED 'SIT DOWN'." The investigation indicated "The incident was substantiated, [DSP #4] did not follow Abuse and Neglect Policy. The investigator was unable to speak to [DSP #4] as he would not return phone calls." The investigation indicated DSP #4 resigned before he was terminated. On 2/24/15 at 3:50 PM, the Residential Service Coordinator (RSC) indicated the investigation dated 12/17/14 should have included interviews with the staff (DSPs #1, #2) accused of the alleged verbal abuse. RSC stated Client C had "no BSP (Behavior Support Plan)" for false allegations. The RSC stated Client C was "sensitive to tone" and "redirection" by staff. The RSC stated staff "should always use an appropriate tone with clients." The RSC indicated staff were retrained on the importance of tone of voice. The RSC indicated Client C's allegation of verbal abuse on 1/15/15 was substantiated. 2) On 2/24/15 at 2:08 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations from 10/7/14 to 2/14/15 were reviewed. A BDDS report dated			

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	11/21/14 indicated "Group Home staff was (sic) transporting [Client D] to Day Services. Group Home staff took three consumers into the workshop, leaving [Client D] unattended on the bus. [Client D] was unattended for no more than one minute. Day Service staff realized there was no other staff on the bus, and went to the bus and provided supervision until Group Home staff returned. [Client D] did not appear upset by this situation." The report indicated "Group Home staff was (sic) suspended immediately pending an investigation. The investigation was substantiated. Group Home staff was retrained on abuse/neglect, and received a verbal written counseling." A BDDS report dated 11/21/14 indicated "Group Home staff was (sic) transporting [Client E] to Day Services. Group Home staff took 3 consumers into the workshop, leaving [Client E] unattended on the bus. [Client E] was unattended for no more than one minute. Day Service staff realized there was no other staff on the bus and provided supervision until the Group Home staff returned." The BDDS indicated "...investigation was substantiated." An investigation dated 11/21/14 indicated "...the bus arrived at 8:20am. [DSP (Direct Support Professional) #1]			

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	came into the workshop with 3 consumers and left 2 consumers unattended on the bus with it running." The investigation indicated "This incident is SUBSTANTIATED for Neglect; However (sic), in this incident it appears as though it was unintentional. This was the first time the staff had dropped off consumers on a Friday for Day Services. There was an obvious lack of training as this staff was not sure how to handle the consumer that was 1:1 (one staff to one client ratio) staffed and the consumers who didn't get off the bus at the workshop." On 2/24/15 at 3:50 PM during an interview, the Residential Service Coordinator (RSC) indicated the allegation of neglect was substantiated and staff was retrained on van protocol. The RSC stated clients should be monitored "24/7" (24 hours, 7 days a week). 3) On 2/24/15 at 2:08 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports from 10/7/14 to 2/14/15 were reviewed. A BDDS report indicated "[Client A] was going to lunch. [Client A] wanted to heat up her coffee. Staff asked [Client A] to please wait to heat up the water as the microwaves were all being used. [Client			

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	A] got upset and bit the top of her right hand: resulting in a pea sized bite mark with no open skin, and hit herself in the head with a closed hand: no injury noted." The report indicated "It appears in this incident the consumer became agitated as a result of having to wait to heat up water." A BDDS report dated 10/7/14 indicated "[Client A] was upset because another consumer was in the bathroom and she had to wait to take a shower. [Client A] bit top of her left hand (sic) size was 2cm (centimeters) and red (sic) no first aid needed and no broken skin. Staff gave emotional support and calmed [Client A]. [Client A] then waited her turn to use the bathroom." The report indicated "[Client A] has a scheduled appointment with her therapist on 10/07/14. The increase of symptoms of anxiety due to being impatient will be discussed with the therapist. The sib's (self-injurious behaviors) will be discussed with her psychiatrist. The group home supervisor will meet with [Client A] one time weekly to review coping skills." A BDDS report dated 12/31/14 indicated "'[Client A] came into the dinning (sic) room, and picked up another consumer's shirt off the table. Staff then started explaining to [Client A] that the shirt she			

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	picked up was not hers, and it was another consumer's. [Client A] ignored the staff, by walking into her bedroom. Staff went back to check on her and [Client A] ignored the staff, by walking into her bedroom. Staff went back to check on her and [Client A] was biting herself on both of her hands. [Client A] checked her hands. [Client A]'s hands were red and had bite marks on them." The report indicated "Staff went back to check on [Client A] again, and noticed that she had red marks on her neck. Prior to the previous incident that day, she had choked herself." The BDDS report indicated "Staff followed BSP (Behavior Support Plan). Staff then gave her comfort and moral support." A BDDS report dated 1/19/15 indicated "staff went into wake up [Client A]. [Client A] refused to get out of bed. Staff attempted to redirect [Client A]. [Client A] chose to sleep in. Staff went in to recheck on [Client A] and attempted verbal redirection. [Client A] got up and throw (sic) her clothes all over her room, and bit her left hand; checked for injury 1 cm round red area present." The report indicated "[Client A] has a current BSP to address SIB (self-injurious behavior). Staff followed BSP. BSP was reviewed and no changes recommended. [Client A] had a recent medication reduction in			

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	psychotropic medications, as such the psychiatrist was contacted to review behavior and medications; no other changes recommended at this time." On 2/24/15 at 3:25 PM, record review indicated Client A's diagnoses included, but were not limited to, intellectual disabilities and seizure disorder. Record review indicated Client A's ISP (Individual Support Plan) dated 2/11/14 which included a BSP (Behavior Support Plan) dated 2/19/14 which indicated the target behavior of self-injurious behaviors which was defined as "biting self, hitting self, banging head, pulling out hair, pinching self, choking self." Client A's BSP indicated "Triggers/Antecedents to the behavior" which indicated "The antecedent to the behavior may include that [Client A] is refused an activity or request that she has made to the staff. Other triggers may include [Client A] has been told no from staff, or she has been asked that she needs to go to bed late at night. The behavior seems to appear randomly. Staff reports that the behavior may present when told no, and then the next time the request is made and [Client A] is told that she cannot do something the behavior will not occur. Staff reports that the behavior will occur more frequently based on the mood [Client A] is feeling			

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	on that day." Client A's BSP indicated "What helps to impact the behavior?" as "Strategies that do not work are arguing, power struggles, picking battles that are unimportant, not offering choices, and using a loud intimidating voice." Client A's BSP indicated "Proactive Strategies" for "Self-Injurious Behavior" as the following: "* **Picking a battle:** When asking [Client A] to complete a task or staff is planning on telling her 'no'. Make sure that the request is something that is non-negotiable. Such as taking a shower, or completing daily hygiene. Otherwise, let it go! * **Do not engage in arguing:** Staff need to pick the battles that are important. Don't sweat the small stuff. The only thing that really is a battle that needs to be fought is anything with safety. * **Ignore the behavior:** Most of the behavior is for attention. Staff need to ignore whenever possible and not react to [Client A]. * **Encourage [Client A] to display the replacement behaviors:** This is the goal. Let [Client A] know that she did the right thing by using/doing the replacement behaviors.			

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	* **Holding hands:** When [Client A] is frustrated and attempting to self-injure, staff can gently/softly express that 'it will be ok, let's talk' while doing this staff can attempt to hold [Client A]'s hands. This should be done in a kind/loving manner. This is not a restraint!" On 2/24/15 at 3:50 PM during an interview, the facility Residential Service Coordinator (RSC) indicated the trend of BDDS (Bureau of Development Disabilities Services) reports of Client A's self-injurious behavior was not investigated. The RSC stated "yes, there are some power struggles" at the house. The RSC stated self-injurious behaviors are not typically investigated "unless unwitnessed." The RSC indicated Client A's BSP was not revised. The RSC indicated the incidents were not investigated to ensure Client A's BSP was implemented correctly. The RSC indicated the staff have been retrained on abuse, neglect, and appropriate tone of voice. The RSC indicated the Client A's recurrent self-injurious behaviors should have been investigated. On 2/24/15 at 2:30 PM, the facility's "Policy on Abuse and Neglect" dated 4/22/14 was reviewed and indicated "all forms of abuse, neglect...are			

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CDC INC	204 RILEY RD DELPHI, IN 46923

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	prohibited..." which included physical abuse and neglect such as "failure to provide appropriate supervision, care or training." The facility policy indicated incidents of potential abuse and/or neglect will be thoroughly investigated and "the summary and recommendation of the investigation" will be sent to "relevant parties" for follow up. This federal tag relates to complaint #IN00161431. 9-3-2(a)			
W 154 Bldg. 00	483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview, the facility failed to ensure a thorough investigation of an allegation of verbal abuse for 1 of 3 sampled clients (C). Based on record review and interview, the facility failed to investigate recurrent SIB (self-injurious behavior) to ensure the BSP (Behavior Support Plan) was implemented as written to prevent recurrence for 1 of 3 sampled clients (A).	W 154	TAG 154 The agency trainer has been retrained on Investigations of SIB of consumers on March 17, 2015. Supervisors will review all incidents of SIB for root cause within 24 hours. Habilitation Coordinator will complete at least weekly Quality Inspections to check on SIB'S to ensure patterns are identified and investigated. Health & Safety will review incidents of SIB monthly for patterns and corrective actions. Investigator will be trained by March 27, 2015 on consistency and obtaining written	03/27/2015

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	Findings include: 1) On 2/24/15 at 2:08 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations from 10/7/14 to 2/14/15 were reviewed. A BDDS report dated 12/17/14 indicated "[Client C] was talking about the upcoming Christmas Party tomorrow at workshop. He stated that he did not have a gift for the party and stated no-one (sic) else at the group home does either. Workshop staff stated 'well maybe you will go tonight'. (sic) [Client C] replied 'probably not I keep asking [DSP (Direct Support Professional) #2] (group home supervisor) and she hasn't taken us.' [Client C] stated to the workshop staff 'don't report this because if it gets back to staff I will get jumped on and yelled at'. [Client C] then stated in a raised voice 'why do you tell them stuff at day service, you should tell us'. [Client C] stated that is how staff 1 talks to him. [Client C] then stated staff 2 yells at him sometimes to (sic). He then reported the same staff yells at a housemate (reported separately)." The report indicated "staff was suspended pending an investigation. The incident was unsubstantiated. Staff and consumers were interviewed. The staff denied the allegation and no other staff stated they had witnessed any staff		statements of investigations. Monitoring will be done by Habilitation Coordinator monthly to ensure investigation completeness.	

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	yelling at either consumer. The housemate denied the allegation ever happened. It appears in this incident that [Client C] likely was verbally redirected in the past in an appropriate tone about reporting issues immediately as they occur and avoid complaining to others to ensure the issue can be resolved in a timely manner. [Client C] often takes verbal redirection as getting 'in trouble or jumped on' instead of teaching and training. [Client C] sometimes reacts poorly to appropriate criticism by making complaints of unfairness even with (when) there are plans in place." The report indicated "staff will be retrained on abuse and neglect." An investigation dated 12/17/14 indicated "[Client C] was talking to the Day Services Supervisor about some issues at the group home. [Client C] told the day services supervisor 'Don't report this because if it gets back to 2 staff I will get jumped and yelled at.' [Client C] then stated in a raised tone of voice, 'why do you tell them stuff at day services, you should tell us' (sic) [Client C] said that is how [DSP (Direct Support Professional) #2] talks to him, she yells. [Client C] then stated [DSP #2] yells at him sometimes too. [Client C] then stated that the 2 staff listed yell at [Client B] too." The investigation indicated interviews			

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	with clients A, B, C, and E. The investigation indicated Client C indicated "Well, [DSP #1] and [DSP #2] yell at me and [Client B]." The investigation did not indicate interviews with DSP #1, DSP #2, or other staff members. The investigation indicated "This incident is Not (sic) substantiated. After speaking with all parties involved, there is conflicting evident that the allegations occurred. The alleged perpetrators denied the allegations as did all the consumers accept (sic) the consumer reporting the incident. In conclusion, staff may have likely changed their tone; however, it does not appear that staff yelled or directed the consumers in an abusive manner." The investigation's "Corrective Action" indicated the following: "retrain on Abuse/Neglect "Tone", Consumer trained on Abuse/Neglect, Retrain Consumer on redirection." On 2/24/15 at 3:50 PM, the Residential Service Coordinator (RSC) indicated the investigation dated 12/17/14 should have included interviews with the staff (DSPs #1, #2)accused of the alleged verbal abuse. 2) On 2/24/15 at 2:08 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports from 10/7/14 to 2/14/15 were reviewed. A			

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	BDDS report indicated "[Client A] was going to lunch. [Client A] wanted to heat up her coffee. Staff asked [Client A] to please wait to heat up the water as the microwaves were all being used. [Client A] got upset and bit the top of her right hand: resulting in a pea sized bite mark with no open skin, and hit herself in the head with a closed hand: no injury noted." The report indicated "It appears in this incident the consumer became agitated as a result of having to wait to heat up water." A BDDS report dated 10/7/14 indicated "[Client A] was upset because another consumer was in the bathroom and she had to wait to take a shower. [Client A] bit top of her left hand (sic) size was 2cm (centimeters) and red (sic) no first aid needed and no broken skin. Staff gave emotional support and calmed [Client A]. [Client A] than waited her turn to use the bathroom." The report indicated "[Client A] has a scheduled appointment with her therapist on 10/07/14. The increase of symptoms of anxiety due to being impatient will be discussed with the therapist. The sib's (self-injurious behaviors) will be discussed with her psychiatrist. The group home supervisor will meet with [Client A] one time weekly to review coping skills."			

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	A BDDS report dated 12/31/14 indicated "'[Client A] came into the dinning (sic) room , and picked up another consumer's shirt off the table. Staff then started explaining to [Client A] that the shirt she picked up was not hers, and it was another consumer's. [Client A] ignored the staff, by walking into her bedroom. Staff went back to check on her and [Client A] ignored the staff, by walking into her bedroom. Staff went back to check on her and [Client A] was biting herself on both of her hands. [Client A] checked her hands. [Client A]'s hands were red and had bite marks on them." The report indicated "Staff went back to check on [Client A] again, and noticed that she had red marks on her neck. Prior to the previous incident that day, she had choked herself." The BDDS report indicated "Staff followed BSP (Behavior Support Plan). Staff then gave her comfort and moral support." A BDDS report dated 1/19/15 indicated "staff went into wake up [Client A]. [Client A] refused to get out of bed. Staff attempted to redirect [Client A]. [Client A] choose to sleep in. Staff went in to recheck on [Client A] and attempted verbal redirection. [Client A] got up and throw (sic) her clothes all over her room, and bit (sic) her left hand; checked for injury 1 cm round red area present." The			

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	report indicated "[Client A] has a current BSP to address SIB (self-injurious behavior). Staff followed BSP. BSP was reviewed no changes recommended. [Client A] had a recent medication reduction in psychotropic medications, as such the psychiatrist was contacted to review behavior and medications; no other changes recommended at this time." On 2/24/15 at 3:25 PM, record review indicated Client A's diagnoses included, but were not limited to, intellectual disabilities and seizure disorder. Record review indicated Client A's ISP (Individual Support Plan) dated 2/11/14 which included a BSP (Behavior Support Plan) dated 2/19/14 which indicated the target behavior of self-injurious behaviors which was defined as "biting self, hitting self, banging head, pulling out hair, pinching self, choking self." On 2/24/15 at 3:50 PM during an interview, the facility Residential Service Coordinator (RSC) indicated the trend of BDDS (Bureau of Development Disabilities Services) of Client A's self-injurious behavior was not investigated. The RSC stated "yes, there are some power struggles" at the house. The RSC stated self-injurious behaviors are not typically investigated "unless unwitnessed." The RSC indicated the			

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	Client A's recurrent self-injurious behaviors should have been investigated. This federal tag relates to complaint #IN00161431. 9-3-2(a)			