

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
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W000000	<p>This visit was for the investigation of complaint #IN00127356.</p> <p>Complaint #IN00127356: Substantiated, Federal/state deficiencies related to the allegation(s) are cited at W102, W104, W122, W149, W186 and W189.</p> <p>Dates of Survey: April 22, 23, 24, 25 and 29, 2013.</p> <p>Facility Number: 012632 Provider Number: 15G807 AIMS Number: 201065000</p> <p>Surveyor: Vickie Kolb, RN</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 5/7/13 by Ruth Shackelford, QIDP.</p>			W000000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards 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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W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on observation, interview and record review for 2 of 2 sampled clients (A and B), and 2 additional clients (C and D), the governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent abuse/intimidation of clients B, C and D due to client A's behaviors and to ensure adequate staffing levels to implement client A's and B's BSPs (Behavior Support Plans).</p> <p>Findings include:</p> <ol style="list-style-type: none"> The governing body failed to ensure the facility met the Condition of Participation: Client Protections for 2 of 2 sampled clients (A and B) and 2 additional clients (C and D). The governing body failed to implement its policy and procedures to prevent abuse/intimidation of clients B, C and D in regard to client A's behaviors. Please see W122. The governing body failed to ensure the facility implemented its policy and procedures to prevent verbal/physical/emotional abuse of clients 	W000102	<p>CORRECTION: <i>The facility must ensure that specific governing body and management requirements are met.</i> Specifically:</p> <ol style="list-style-type: none"> The governing body has directed the facility to add additional direct support staff to the overnight shift. The governing body has directed the facility to modify the day and evening shift schedules to bring in fresh staff at regular intervals and to diminish the stressors that have contributed to frequent aggressive behavioral episodes at traditional shift change times. The governing body has overseen the completion of retraining of all facility direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans. <p>PREVENTION:</p> <ol style="list-style-type: none"> The governing body has directed the facility's Clinical Supervisor to submit schedule revisions to the Program Manager for approval prior to implementation. The Operations Team will monitor weekly staffing hour reports and the Quality Assurance Manager will perform periodic spot checks of facility 	05/29/2013			

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	<p>B, C and D due to client A's behaviors and to ensure an adequate number of staffing to implement client A's and B's BSPs (Behavior Support Plans). Please see W104.</p> <p>This federal tag relates to complaint #IN00127356.</p> <p>9-3-1(a)</p>		<p>time and attendance records to assure actually staffing matches the weekly staff schedule. The facility has completed retraining of all direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans.</p> <p>3. In addition to regularly scheduled in-service training, the governing body has directed the Behavior Therapist to provide documented on-site coaching to direct support staff during the minimum of ten hours weekly the Behavior Therapist spends in the home.</p> <p>4. The Program Manager –Lead and Quality Assurance Team will review training documentation monthly making recommendations as appropriate.</p> <p>5. The governing body has directed supervisory staff and the Behavior Therapist to conduct twice monthly off-site “town hall” Meetings in which staff can air concerns in a neutral setting. These meetings will also provide opportunities for additional training and to gather assessment data for timely revision of behavior supports. Members of the Operations and/or Quality Assurance teams will be present at the town hall meetings monthly for the next 90 days and as needed but no less than quarterly thereafter.</p> <p>RESPONSIBLE PARTIES: Clinical Supervisor, Direct Support Staff, Behavior Therapist,</p>		

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			Quality Assurance Team, Operations Team	

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W000104	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, interview and record review for 2 of 2 sampled clients (A and B) and 2 additional clients (C and D), the governing body failed to exercise general policy and operating direction over the facility to ensure adequate staffing levels in the group home to prevent verbal/physical/emotional abuse for clients A, B, C and D and to ensure the staff were trained in regard to the clients' behaviors and BSPs (Behavior Support Plans).</p> <p>Findings include:</p> <p>The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect/abuse/intimidation of clients B, C and D in regard to client A's behaviors and to ensure adequate staffing levels. Please see W149.</p> <p>The governing body failed to exercise general policy and operating direction over the facility to ensure the facility provided adequate staffing levels to ensure the clients were not subjected to abuse/intimidation and/or injured due to</p>	W000104	<p>CORRECTION:</p> <p><i>The governing body must exercise general policy, budget and operating direction over the facility. Specifically,</i></p> <p>1. The governing body has directed the facility to add additional direct support staff to the overnight shift.</p> <p>2. The governing body has directed the facility to modify the day and evening shift schedules to bring in fresh staff at regular intervals and to diminish the stressors that have contributed to frequent aggressive behavioral episodes at traditional shift change times.</p> <p>3. The governing body has overseen the completion of retraining of all facility direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans.</p> <p>PREVENTION:</p> <p>1. The governing body has directed the facility's Clinical Supervisor to submit schedule revisions to the Program Manager for approval prior to implementation.</p> <p>2. The Operations Team will monitor weekly staffing hour reports and the Quality</p>	05/29/2013			

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	<p>client A's behaviors and to ensure adequate numbers of staff to ensure the clients' BSPs (Behavior Support Plans) were followed. Please see W186.</p> <p>The governing body failed to exercise general policy and operating direction over the facility to ensure the staff were trained in regard to client A's and B's BSPs (Behavior Support Plans). Please see W189.</p> <p>This federal tag relates to complaint #IN00127356.</p> <p>9-3-1(a)</p>		<p>Assurance Manager will perform periodic spot checks of facility time and attendance records to assure actually staffing matches the weekly staff schedule. The facility has completed retraining of all direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans.</p> <p>3. In addition to regularly scheduled in-service training, the governing body has directed the Behavior Therapist to provide documented on-site coaching to direct support staff during the minimum of ten hours weekly the Behavior Therapist spends in the home.</p> <p>4. The Program Manager –Lead and Quality Assurance Team will review training documentation monthly making recommendations as appropriate.</p> <p>5. The governing body has directed supervisory staff and the Behavior Therapist to conduct twice monthly off-site "town hall" Meetings in which staff can air concerns in a neutral setting. These meetings will also provide opportunities for additional training and to gather assessment data for timely revision of behavior supports. Members of the Operations and/or Quality Assurance teams will be present at the town hall meetings monthly for the next 90 days and as needed but no less than quarterly thereafter.</p> <p>RESPONSIBLE PARTIES:</p>		

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			Clinical Supervisor, Direct Support Staff, Behavior Therapist, Quality Assurance Team, Operations Team		

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on observation, interview and record review, the facility failed to meet the Condition of Participation: Client Protections for 2 of 2 sampled clients (A and B) and 2 additional clients (C and D). The facility failed to implement its written policies and procedures: ___ To prevent client to client abuse in regard to client A's behaviors toward client B. ___ To prevent intimidation/emotional abuse of clients B, C and D in regard to client A's behaviors. ___ To ensure an adequate number of staff in the group home to prevent client to client abuse in regard to client A's behaviors and to implement client A's and B's BSPs (Behavior Support Plans).</p> <p>Findings include:</p> <p>1. The facility failed to implement written policies and procedures to prevent client to client abuse in regards to client A's behaviors toward clients B, C and D and to ensure client B's safety in regard to client A's behaviors. Please see W149.</p> <p>2. The facility failed to provide adequate staffing levels to ensure clients B, C and D were not subjected to</p>	W000122	<p>CORRECTION: <i>The facility must ensure that specific client protections requirements are met.</i> Specifically, the facility will assure that:</p> <ol style="list-style-type: none"> 1.The facility has added additional direct support staff to the overnight shift 2.The facility has modified the day and evening shift schedules to bring in fresh staff at regular intervals and to diminish the stressors that have contributed to frequent aggressive behavioral episodes at traditional shift change times. 3.The facility has completed retraining of all direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans. <p>PREVENTION:</p> <ol style="list-style-type: none"> 1.The Clinical Supervisor will submit schedule revisions to the Program Manager for approval prior to implementation. 2.The Operations Team will monitor weekly staffing hour reports and the Quality Assurance Manager will perform periodic spot checks of facility time and attendance records to assure actually staffing matches the weekly staff schedule. 3.In addition to regularly scheduled in-service training, the 	05/29/2013			

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	<p>abuse/intimidation and to ensure client B's safety. Please see W186.</p> <p>3. The facility failed to ensure the staff were trained in regard to client A's and B's BSPs (Behavior Support Plans). Please see W189.</p> <p>This federal tag relates to complaint #IN00127356.</p> <p>9-3-2(a)</p>		<p>Behavior Therapist will provide documented on-site coaching to direct support staff during the minimum of ten hours weekly the Behavior Therapist spends in the home.</p> <p>4. The Program Manager –Lead and Quality Assurance Team will review training documentation monthly making recommendations as appropriate.</p> <p>5. Supervisory staff and the Behavior Therapist will conduct twice monthly off-site “town hall” Meetings in which staff can air concerns in a neutral setting. These meetings will also provide opportunities for additional training and to gather assessment data for timely revision of behavior supports. Members of the Operations and/or Quality Assurance teams will be present at the town hall meetings monthly for the next 90 days and as needed but no less than quarterly thereafter.</p> <p>RESPONSIBLE PARTIES: Clinical Supervisor, Direct Support Staff, Behavior Therapist, Quality Assurance Team, Operations Team</p>		

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W000149	<p>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 observation, record review and interview for 2 of 2 sampled clients (A and B) and 2 additional clients (C and D), the facility neglected to implement its policy and procedures:</p> <p>__ To prevent client to client abuse in regard to client A's behaviors toward client B.</p> <p>__ To prevent intimidation/emotional abuse of clients B, C and D in regard to client A.</p> <p>__ To ensure an adequate number of staff in the group home to prevent client to client abuse in regard to client A's behaviors and to implement the clients' BSPs (Behavior Support Plans).</p> <p>__ To ensure the staff were trained in regard to client A's and B's BSPs (Behavior Support Plans).</p> <p>Findings include:</p> <p>Observations were conducted at the facility group home on 4/22/13 between 1:30 PM and 2 PM. Upon entering the home, client A was lying in her bed and client B was watching television. At 1:45 PM client A got up out of bed. Client A was a large muscular young woman and for no reason, started yelling profanities</p>	W000149	<p>CORRECTION: <i>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Specifically,</i></p> <p>1.The facility has added additional direct support staff to the overnight shift</p> <p>2.The facility has modified the day and evening shift schedules to bring in fresh staff at regular intervals and to diminish the stressors that have contributed to frequent aggressive behavioral episodes at traditional shift change times.</p> <p>3.The facility has completed retraining of all direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans.</p> <p>PREVENTION:</p> <p>1.The Clinical Supervisor will submit schedule revisions to the Program Manager for approval prior to implementation.</p> <p>2.The Operations Team will monitor weekly staffing hour reports and the Quality Assurance Manager will perform periodic spot checks of facility time and attendance records to assure actually staffing matches the weekly staff schedule.</p> <p>3.In addition to regularly</p>	05/29/2013			

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	<p>and slamming doors. Staff #2 prompted client A to go for a walk. Staff #1 stated, "It's best if we just get her out of the house when she acts like this." After several verbal prompts, client A left the house with staff #2.</p> <p>Observations were conducted at the facility group home on 4/22/13 between 4:30 PM and 6:20 PM. At 4:30 PM client A was in bed taking a nap. At 4:45 PM, upon getting up staff #4 prompted client A to go play sports. This surveyor tried to talk with client A prior to leaving. Client A did not respond to any prompts to communicate. Staff #4 left with client A and did not return during this observation.</p> <p>The facility reportable records were reviewed on 4/22/13 at 2 PM. The reports indicated the following (not all inclusive):</p> <p>A BDDS (Bureau of Developmental Disabilities Services) report of 2/19/13 indicated at 8:30 AM client A was "verbally and physically aggressive towards staff. [Client A] was pacing through the house and was punching staff in the stomach as she walked past them. Staff attempted to block these punches but was unsuccessful at times.... [Client A] then went to her room and began gathering items that she could use to harm others, breaking some of her own</p>		<p>scheduled in-service training, the Behavior Therapist will provide documented on-site coaching to direct support staff during the minimum of ten hours weekly the Behavior Therapist spends in the home.</p> <p>4. The Program Manager –Lead and Quality Assurance Team will review training documentation monthly making recommendations as appropriate.</p> <p>5. Supervisory staff and the Behavior Therapist will conduct twice monthly off-site "town hall" Meetings in which staff can air concerns in a neutral setting. These meetings will also provide opportunities for additional training and to gather assessment data for timely revision of behavior supports. Members of the Operations and/or Quality Assurance teams will be present at the town hall meetings monthly for the next 90 days and as needed but no less than quarterly thereafter.</p> <p>RESPONSIBLE PARTIES: Clinical Supervisor, Direct Support Staff, Behavior Therapist, Quality Assurance Team, Operations Team</p>	

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	<p>property in order to attempt to make something to harm others with. Following [client A's] BSP, staff conducted a room sweep and removed all items that could be used to harm others. [Client A] continued to be physically aggressive towards staff and was in and out of 2 person YSIS [You're Safe I'm Safe] holds for the next couple of hours with staff attempting to release every 5 minutes but was unsuccessful. Each time staff would release the hold [client A] would attempt to hit others and elope so staff would re-initiate the holds...."</p> <p>A BDDS report of 2/27/13 indicated client A woke up at 4:45 AM and was talking with the staff. "Another housemate woke up at 5 AM and [client A] became verbally aggressive towards this housemate. [Client A] was threatening to 'slap the s--- out of her', 'f--- her up', and 'hurt her [client B]'. The housemate was in the kitchen and [client A] headed towards her. Staff blocked all attempts made by [client A] by using YSIS physical redirection as stated in [client A's] BSP, which allowed the housemate to leave the area.... [Client A] proceeded to knock items off the dining room table, knocking over all the chairs and verbally aggressive/threatening staff. [Client A] stated that she was going 'f--- her up', talking about a staff (sic). [Client</p>			

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	<p>A] then attempted to go after the housemate again. Staff was able to keep them apart and was offering [client A] coping skills. [Client A] then attempted to kick the med room door down while other staff called the clinical supervisor [the QIDP (Qualified Intellectual Disabilities Professional)]. Clinical supervisor advised staff to call the police since [client A] was not de-escalating and due to there only being 2 staff until more staff arrived. The [name of police] arrived and [client A] stopped trying to attack staff and housemate but was continuing to be verbally aggressive. Another staff showed up and talked to [client A] 1:1...." The report indicated "Plan to Resolve (Immediate and Longterm)" was "Clinical Supervisor was able to call 1st shift staff in early to help with [client A's] behavior." Interview with the QIDP on 4/24/13 at 1 PM indicated the housemate targeted during this incident was client B.</p> <p>A BDDS report of 3/1/13 indicated at 10:40 AM "[Client A] had been singled out by [client B], [client A's] housemate, behavior since it started at 8 AM. (sic) [Client B] went after [client A] several times.... [Client A] was removed from the house once already due to being the target.... On the way out the back door after [client A] was attacked by [client B], [client A] took her right hand and</p>			

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	<p>punched the laundry room door...."</p> <p>A BDDS report of 3/6/13 indicated "When staff walked into the house at 5:30 AM, [client A] and housemate [client B] were in the dining room having a disagreement. [Client B] then picked up a bottle of wipes that 3rd shift had been using to clean and threw them at [client A], hitting her [client A].... [Client B] kept taunting [client A] and instigating her to 'come hurt her.' Staff was able to escort [client B] to her room. [Client A] continued to pace throughout the house and getting worked up. Staff stayed between [client A] and [client B]. [Client B] became physically aggressive towards staff trying to attack [client A]. [Client A] then charged 3 staff to get to [client B], staff was able to block the several attempts made by [client A] to attack [client B]. [Client A] was able to get her leg through staff blocking and made contact with the left side of [client B's] face. Staff verbally redirected [client A] to her room to calm down. During attempts to block [client A] from attacking [client B], [client A] punched a staff in the face (cheek). Staff contacted clinical supervisor and gave permission for staff to call the cops. Once the cops arrived, [client A] calmed down and was crying. Staff was able to redirect her to the shower to help her calm down and</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>relax. Prior to taking a shower [client A] had stated that she wanted to kill herself and that she was going to kill others. Clinical supervisor discussed with the BC as to what was going on and it was decided to take [client A] to [name of hospital] for a psych evaluation.... Plan to Resolve (immediate and long term). While at [name of hospital], [name of hospital] staff asked [client A] if she knew why she was there. [client A] stated to [name of hospital] staff that she was there due to physical aggression, property destruction, threatening to kill herself, (sic) and threatening to kill others. [Name of hospital] stated that they did not have any beds available and set up an appointment for [name of outside health care service provider] to come to the house at noon to talk with [client A] and [client B] and to hopefully resolve the problem between the two. [Client A] was discharged and returned to [the group home]. Clinical Supervisor was at [name of hospital] with [client B] when [client A] was threatening but staff informed Clinical Supervisor that [client A] had broken off a piece of a chair or table and was beating on windows, doors, walls, and using it to threaten staff...."</p> <p>A Confidential Witness Statement Form dated 3/6/13 from staff #5 indicated: "I arrived at [name of street of group home]</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>at 6:02 AM on 3/6/13. It had snowed about 4 inches overnight and I saw [client A] outside on the front porch. As I was walking in, [client A] was walking down the street. She got to the end of the yard and [staff #15] coaxed her [client A] back inside. She [client A] appeared very agitated and 3rd shift soon disclosed [client B] had been in [client A's] personal space, [client A] had asked her to move/or leave her alone and [client B] refused. [Client B] had thrown a tub of [bleach] wipes at [client A]. [Client A] had kicked and/or hit [client B]. [Client B] was in her bedroom doorway sitting on the floor wiping what appeared to be blood on the walls, and softly crying. [Client A] was in the dining room area. I positioned myself in [client B's] doorway, as the other staff [staff #15 and staff #1] attempted to talk to [client A]. [Staff #14] brought gloves to me and she [staff #14] cleaned some of the blood off of the wall. [Client B] crawled to a 'corner' of her room between the bed and recliner and called her mom. They spoke for several minutes [on the computer]. She [client B] turned on her music after that. During this time [client A] is attempting to get into [client B's] room and staff is blocking. About this time [client C] goes into the kitchen for breakfast. She [client C] opens the refrigerator door and looks into it for several long minutes. [Client A] wanted</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>to eat so she said something (I [staff #5] couldn't hear what) to [client C] about getting what she needed and getting out of the way. [Client C] responded by shouting 'Keep my F----- name out of your mouth.' Staff intervened and [client C] sat at the table to eat and [client A] ate at the table/walking around. [Client B] then started to become more aggressive. She attempted to leave her room to 'get [client A]' and staff blocked. She became more aggressive toward staff reaching for [staff #14's] hair and attempting to bite her. Staff blocked. [Client B] began screaming at [client A] 'You're a b----' and 'You don't have any family.' [Client A] attempted to get into [client B's] room. Staff blocked. On one of these attempts she (client A) threw her arm back to break the hold and hit [staff #15] in the face. She (client A) shoved and pushed [staff #14] into [client B's] dresser. I [staff #5] was blocking [client B] to keep her away from [client A] and put out one arm to keep [client A] from getting any closer to [client B] and the other staff was able to get [client A] out of the room. [Client B] continued to scream '[Client A] is a b---h' and '[Client A's] mom is a b---h' over and over, stating she [client B] would kill [client A] and her family. Somewhere during this time calls were made and the police arrived around 7 am, perhaps as late as 7:30 am, [client B] was transported to [name of</p>			
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>hospital] in non-emergency ambulance. [Client B] stated, while in emergency room that [client A] had kicked her mouth, upper lip under nose (pointed) but she had previously been bleeding. She told me she had not picked it but would not answer if she had bit it herself. This was about 8:45 am."</p> <p>A Confidential Witness Statement Form dated 3/6/13 at 6 AM from staff #1 indicated: "As I walked in the house this morning [client B] and [client A] were both in the middle of having behaviors. [Client A] was yelling towards [client B] making threats and trying to get to her to hit her. [Client B] was sitting in bedroom floor yelling 'f-- you' to [client A] and telling her to come hit her. [Client A] continued to be agitated and attempting to attack [client B]. [Client B] was seen wiping blood on her bedroom wall from biting her lip. This went on for about an hour..."</p> <p>A BDDS report of 3/8/13 at 6:30 AM indicated client A "started a behavior for reasons unknown to staff. Staff removed all other individuals in the house into the med room as [client A] was beginning to throw chairs, turn tables, throw board games, busting open the remote controls, and threatening to harm staff. [Client A] then went into the kitchen to look for</p>						

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>sharps (knives, forks etc.) and when she realized that staff had locked them up she went back to throwing chairs and disassembled 2 of the table chair legs and began to attempt to hit staff with them." The QIDP was called and came to the group home to talk with client A. Client A calmed for "awhile but became agitated when a staff mentioned their wrist hurt." Client A went into the kitchen and got a metal spatula, disassembled it to get the metal and continued to attempt to harm staff.... Following her BSP, BC (Behavior Consultant) initiated a 1 person YSIS standing hold. [Client A] broke free of this hold and continued to taunt staff, chasing after them.... She managed to get a cookie cutter and made it into a weapon. [Client A] attempted to attack staff and threaten them with this weapon. When she was unsuccessful she began carving into the walls, among other property destruction. [Client A] was not calming down, only escalating and continuing to threaten staff with her weapon so BC gave permission to call the police. When police arrived [client A] was checked for weapons and was put in handcuffs, then transported to the [name of hospital] for a psych eval."</p> <p>A BDDS report of 3/13/13 indicated at 2:40 PM, "Upon returning from the grocery store [client A] became agitated</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	and was making threats towards 2nd shift. Staff suggested that [client A] play her video game.... She refused and got a hold of the control stick for the blinds and began poking staff with it. When asked to stop and put it away [client A] began breaking it stating that it would make a good shank [weapon]. She stated that she was going to stab a staff.... [Client A] then went into the kitchen where [client B], her housemate, was standing and shouted for her to move out of her way. When [client B] did not respond to her, she moved towards the refrigerator and threw a piece of the control stick at [client B]. [Client B] then shouted at [client A] and [client A] hit [client B] in the face and her [client B's] head hit the refrigerator door, [client B's] glasses [eyeglasses] fell to the floor. As staff intervened one was hit in the process and [client A] attempted to kick and hit [client B] again. Staff was again pushed, kicked, and hit.... Staff then closed the door [kitchen door] to keep [client B] safe.... [Client A] then attempted to climb through the kitchen cut out window to get to [client B].... staff initiated a 2 person YSIS hold. The third staff then walked with [client B] to her room...." The 2nd shift staff arrived. Client A's behaviors continued and escalated. The staff called the BC and the staff called [name of crisis center] hotline and the police were called.			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>"Plan to Resolve: [Client A] was place (sic) under arrest for assault and resisting law enforcement." Client A was admitted to the hospital for treatment.</p> <p>The 3/13/13 1:40 PM Confidential Witness Statement Form from staff #1 indicated: "...[client A] hit [client B] with a piece of the blind then [client B] in return kicked [client A] then proceeded into the kitchen and stood in front of fridge. [Client A] came after [client B] to hit her.... [Client A] managed to get in between staff and punched [client B] in the head. [Client A] was redirected out of the kitchen and [client A] was checked out....".</p> <p>The 3/13/13 2 PM Confidential Witness Statement Form from staff #18 indicated: "When I arrived at 1:55 PM [client A] was in a behavior damaging property she [client A] was hitting staff with her belts she [client A] then went into bathroom came out with metal roll threw at staff she [client A] then threw hygiene tote at [staff #8] she [client A] tried getting in [client B's] room I [staff #18] pulled her back she then came at me Punching me in the head we then put her in hold on floor to prevent further injuries (sic). "</p> <p>A 3/13/13 Incident Follow Up Report for the BDDS report of 2/19/13 indicated</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
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	<p>"There is now a plan in place that when [client A] starts to get agitated and pacing throughout the house, staff are to immediately call the [name of] Crisis line and a [name of] therapist will come to the house and attempt to calm [client A] and help her utilize her coping skills."</p> <p>The BDDS report of 3/26/13 indicated at 4:15 AM "[Client B] was sitting at the kitchen table with 2 staff and [client A]. [Client B] opened up [client A's] book and began pulling at the pages. Staff prompted [client B] to stop and [client B] then grabbed another book. Staff attempted to verbally redirect [client B] to the living room but was unsuccessful. [Client B] then kicked a chair at [client A] twice and went towards the individual. Staff initiated a standing 1 person YSIS hold, per BSP. [Client B] then became physically aggressive towards staff so a 2 person YSIS hold, one staff standing on each side of her [client B], was initiated per BSP. [Client B] then dropped to the floor and scratched staff. [Client B] then attempted to remove her helmet but was gently blocked by staff to prevent self injurious behaviors. [Client B] then was screaming, kicking and tried hitting staff in the head while in a 2 person YSIS hold. [Client B] was in and out of holds from 4:20 AM to 6:10 AM with staff attempting to release but was</p>				

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
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	<p>unsuccessful. During the times [client B] was released from the holds staff used gentle blocking to prevent [client B] from hurting herself and others. [Client B] was then redirected to her bedroom where she continued to escalate. [Client B] attempted to elope out her bedroom window and lick the electrical outlets. Staff called the Clinical Supervisor and BC.... Clinical supervisor arrived on site and was able to talk to [client B] and help calm down. Plan to Resolve: ...[Client B's] housemate [client A], admitted to kicking [client B] in the head, stomach, and stomping on [client B's] hand. [Client B] stated she was not injured and was not hurting anywhere due to this...."</p> <p>The 3/26/13 6:30 AM Confidential Witness Statement Form indicated "[Client A] began pacing around [client B] taunting her and calling her a b---, and that she was going to totally f--- her up. [Client A] then began kicking [client B's] helmet, and the side of her head. Staff pleaded with her [client A] to please not kick [client B] again. [Client A] ignored staff and kicked [client B] a few more times."</p> <p>The BDDS report of 4/7/13 indicated at 6:30 PM [Client A] was fixing a snack in the kitchen when a housemate [client B] was trying to get into a drawer in the</p>				

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	kitchen. [Client A] was standing in front of the drawer and [client A] was yelling at [client B] telling her to say "Excuse me!." When [client B] refused, they both started to yell at each other and [client B] then went to [client B's] bedroom. [Client A] followed client B into her room and started to yell at [client B] and started punching and kicking her. Staff attempted to block [client A] from hitting and kicking [client B] and attempted to verbally redirect her out of the room. Staff was able to verbally redirect her out of the room when [client A] went out and got a butter knife out of the kitchen and came back to try to stab [client B] with the butter knife. Staff blocked [client A] from getting close to stabbing anyone and [client A] was redirected again out of [client B's] room. [Client A] then went out the front door and was threatening to run away. Staff talked with her and attempted to calm her, but she then came back into the house and went into the kitchen and got another butter knife out of the dishwasher and staff was able to get the knife away from [client A]. [Client A] again ran back to [client B's] room, pushed through two of the staff that was (sic) in the doorway and attempted to punch [client B]. Staff again attempted to block and redirect [client A] out of [client B's] room, but [client A] continued to escalate and would go out of [client B's]			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
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	<p>room and then attempt to return again. The staff then blocked [client A's] attempts at getting into [client B's] room. [Client A] went outside several times and the staff followed and attempted to de-escalate her, but she continued to attempt to punch and kick [client B]. [Client A] threatened to kill [client B] and the staff each time that she attempted to get into her [client B's] room. [Client A] finally calmed and went to the store with staff to de-escalate and then came back home and went to bed." The report indicated clients A and B were not injured, although a staff was injured when client A pushed her way into client B's bedroom to get to client B.</p> <p>The 4/7/13 investigative Final Report indicated "[Client A] admitted that she (client A) hit and kicked [client B] and later attempted to stab [client B] because she did not say excuse me."</p> <p>The BDDS report dated 4/8/13 indicated at 6:55 AM, "[Client A] became agitated and began throwing books, knocked over a table and was throwing chairs. [Client A] then proceeded to enter another housemates [client B's] bedroom and attempted to hit [client B].... [Client A] continued with property destruction and attempted to enter [client B's] room again.... Staff then moved all the other</p>						

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>housemates into the med room for their safety because of [client A] being aggressive and it was unsafe for them to be in the rest of the house. [Client A] then went to the back office and took a lighter from a staff's purse and took it into her room and threatened to burn down the house. Staff called police because they could no longer ensure [client A] and her housemate's safety. When police arrived, [client A] calmed and denied any intentions to harm staff or others."</p> <p>The BDDS report dated 4/11/13 at 2:30 AM indicated client B had overhead the staff talking about fire drills. Client B pulled the fire alarm. Client A told client B to "Shut her d--- mouth." Client B said, "Go to h---!" Clients A and B began to argue back and forth and client B ran to the Clinical Supervisor's office and locked herself in the room. Staff unlocked the door and redirected client B to her bedroom. Client B laid down on the floor and began "hitting, kicking, biting, throwing shoes and her helmet at the staff." Client A then came up to client B's door where client B was laying and "kicked [client B] in the side of the head" before the staff could stop her. The report indicated client B obtained a 2 centimeter blue bruise to the right side of her head from being kicked by client A. The report indicated the nurse was notified and the</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>staff were instructed for client B to be taken to urgent care to be checked out, but client B refused to go.</p> <p>The 3/26/13 Confidential Witness Statement Forms indicated staff observed client A kick client B in the side of the head while client B was in a YSIS hold.</p> <p>The BDDS report of 4/15/13 at 4 PM indicated client A called client B a "retarded b----." Staff assisted client B to the med room and client A "got up and threw [client B's] rocking chair breaking one of the legs. Before staff could get the med room door shut [client A] pushed it open and attempted to kick [client B]. Staff surrounded [client B] to block all attempts made by [client A]. [Client A] then grabbed the calendar off the desk and threw it. She also grabbed a binder and an ink pen and threw the binder at the wall causing it to break. She took parts of the binder and attempted to stab/jab [client B] with it, which staff was able to block. When staff asked for the ink pen, [client A] broke it in half and attempted to attack [client B] with it. When staff was blocking these attempts [client A] grabbed one of staff's walkie talkies and threw it on the ground, causing it to break. [Client A] threw the rolling chair that was in the med room and stomped on it, staff removed the chair immediately.</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	[Name of case manager of an outside services] entered the home at this time with 2 of the other housemates.... As [client A] walked through the dining room she began throwing chairs and finally went out the back door. She then began throwing recreational activities that is (sic) there for the girls over the fence into the neighbors back yard. [Client A] then pulled the shepherd hook out of the ground that we hang the bird feeder on and entered the home, hitting the med room door with it. Staff was able to talk her into putting it back outside. At this time [name of outside services] made the call to call the police. When the [name of police agency] pulled up [client A] called her mother and told her mother that [name of outside services] was trying to send her to [name of hospital] or to jail, which was not the case. Staff spoke with [client A's] mother on the phone. During this phone conversation [client A's] mother asked staff if they [the police officer] were white. When staff answered yes she said that we were discriminating against her daughter because she was black and that she [client A's mother] was on her way to come and get her [client A]. She then told staff that she was getting her people together and threatened to harm staff.... Before leaving the house with [client A], as they [client A and her mother] were walking past [client B],			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>[client A's] mother stated 'that b---- (pointing at [client B]) better not hit you'."</p> <p>Client A's record was reviewed on 4/23/13 at 2 PM. Client A's record indicated client A was admitted to the group home on 2/15/13.</p> <p>Client A's BSP of 2/13/13 (revised 4/12/13) indicated client A had a history of arguing, yelling at others, cursing, verbal threats of physical harm, antagonizing peers, intimidation, throwing objects at others, hitting others, kicking others, pushing others, hitting objects, kicking objects, knocking over chairs, flipping over couches, invading others space, hitting windows and doors, breaking doors, breaking phones, refusing medication...."</p> <p>Client A's BSP indicated client A had targeted behaviors of: ___ "Physical Aggression: Any time [client A] attempts to strike, spit, grab, kick, bite, punch, push, scratch, throw objects, kick objects, knock over objects, dump over objects. Anytime [client A] takes an object, brandishes it as a weapon and threatens to use it to harm others. Any time [client A's] physical behavior results in any injury to herself." ___ "Verbal aggression: Any time [client A] engages in shouting and screaming at</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others." ___ "Property Disruption/Destruction: Any time [client A] hits on the walls or windows, pushes/flips furniture, clears tables, knocks over trash cans, defaces objects by writing/carving/scratching words into them, slams doors and throws objects that make an audible sound loud enough to be heard in the next room. Any time, she takes peers' personal belongings from their room or person without permission." ___ "Leaving assigned Areas: any time [client A] leaves an assigned area including areas in the home... without staff acknowledgement. This includes climbing out her alarmed window as well as walking out of the house to the front yard, the back yard, the garage or the north field without staff acknowledgement as well as entering housemates' bedrooms without permission." ___ "Non-compliance..."</p> <p>Client A's BSP indicated precursor behaviors of sighing really loudly, saying "Oh my God," pacing, stomping through house, loud voices, refusing medication and programming. "In addition, the following antecedents have also been identified as events which are likely to</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>occur before and/or cause a targeted behavior, being awakened by someone else having a behavior, noise in the environment and/or large groups of people, hearing others talk about her mother/family, being touched by others, being told no, perception that she is being stared at/looked at, a change in her schedule/adapting to change, having to wait to contact her family and/or delay in seeing her family when she wants."</p> <p>The BSP indicated "STAFF ACTIONS: Any time [client A] engages in the above target behaviors and/or precursor behavior staff will do the following:"</p> <p>___ "Immediately ensure that there is nothing in the immediate environment that [client A] can use to harm herself and others. This includes but is not limited to any sharp, edged or pointed objects such as pens, pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p> <p>___ "Immediately conduct a visual room sweep and remove any items [client A] could potentially use to harm herself and</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>move the items to the garage. This includes but is not limited to any sharp, edged or pointed objects such as pens, pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p> <p>__ "Notify the Clinical Supervisor/QMRP (Qualified Mental Retardation Professional) and the Rescare Behaviorist. The Clinical Supervisor/QMRP and Behaviorist will notify the team that the safety protocol will be implemented."</p> <p>__ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT (Interdisciplinary Team) will discuss the continued need for 2 hour intervals until the team feels [client A] no longer poses a threat to herself or others relative to her demonstration of precursor/target behaviors during that time."</p> <p>__ "Modified Enhanced Supervision (MES): When needed [client A] will be put on MES. This is when [client A] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on enhanced supervision (see below) and not able to enter the community. This</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>MES will be evaluated every 4 hours by the IDT."</p> <p>__ "Enhanced Supervision: After moving from MES, [client A] will have enhanced supervision (as defined as [client A] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if [client A] attempts to harm self or others). If [client A] attempts to go to a room by herself (bedroom) staff will verbally remind her that staff must stay with her to keep her safe. Staff will follow [client A], be in the same room with her and will be positioned close enough to physically intervene using Your Safe I am Safe (YSIS) and maintain line of sight if she attempts to harm herself or others. This includes every room she enters. During overnight when [client A] is asleep in her room, staff will be positioned at [client A's] doorway. Whenever [client A] is in a room - sitting down or laying down, staff will position themselves as close to [client A] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client A] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client A] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client A]. Staff will walk</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>behind [client A] and to one side, the side closest to the nearest hard surface or to others and close enough to physically intervene if she attempts to harm herself or others. Whenever [client A] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items." __ "During enhanced supervision [client A] will not have any access to: Community.... Items that she could use to harm herself or others, to include sharps and other potentially dangerous items throughout the house. To prevent harm and protect [client A] these items will be secured during enhanced supervision. When [client A] is calm (off of enhanced supervision) items will be unsecured for [client A] to access...." __ "[Client A] will have enhanced supervision (as defined as [client A] in the same room as staff, in the staff's line of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client A] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>Client A's BSP indicated reactive procedure for physical aggression and/or property destruction:</p> <p>___ "Do not overreact; try to maintain a calm and emotionless demeanor."</p> <p>___ "If [client A] slams a door, one staff will verbally prompt and attempt to engage [client A] in a preferred activity and a second staff will open the door. If [client A] notices and asks why the door is open, staff will explain to [client A] that [client A] is working on an activity at the moment and they can talk about why the door is to remain open later."</p> <p>___ "Immediately ensure the health and safety of everybody in the immediate area by having individuals move to another area of the home. Immediately scan the room for items that can be used as a potential weapon against [client A] or others. If there are items in the immediate area that [client A] could use as weapons remove the items from the area."</p> <p>___ "[Client A] does not like to be touched unless she has initiated the action and doing so will likely cause a behavior or exacerbate one already in progress. Staff will follow least restrictive interventions and protect [client A] and others from harm."</p> <p>___ "If the behavior persists and [client A] is placing herself or others at risk of harm, verbally remind [client A] that she</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>is placing herself and others at risk of harm and you will have to touch her to hold/move her if she cannot calm/move herself. If [client A] persists, staff will first implement You're Safe I'm Safe personal safety techniques...."</p> <p>Client A's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare... and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted per the BSP. Clinical Supervisor/QMRP and Behaviorist are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>__ Client A's behavior data records indicated client A had 59 episodes of physical aggression and/or property destruction in 51 days. The records indicated 34 of those behaviors on 1st shift (6 AM - 2 PM), 18 on 2nd shift (2 PM - 10 PM) and 7 on 3rd shift (10 PM - 6 AM).</p> <p>Client A's IDT (Interdisciplinary Team) meeting notes indicated 2 IDT notes since client A's admission to the group</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>home on 2/15/13. The IDT note of 2/17/13 indicated the team met to address the replacement of client A's wooden bedroom door with "a covering" to be hung over client A's doorway with velcro. The IDT note of 4/16/13 indicated "The team met today per [name of client A's mother/ HCR (Health Care Representative) request. [Client A's] mother was concerned that [street name of facility] staff showed favoritism when dealing with [client A's] behavior VS. her housemates behaviors. CS [name of CS] and Behaviorist [name of Behaviorist] explained to [client A's] mother that the escalation of [client A's] behavior escalates to the point that [client A] becomes a threat to herself or others that police intervention is necessary. [Client A's] mother is not happy with [name of outside behavior services] and would like to pursue other options. [Client A's] mother feels that the writing pens that are used as weapons by [client A] should be locked up at all times. The team discussed purchasing pens that are softer and could not be used as a weapon, but that ultimately [client A] needed to adapt and not have items locked up due to the environment she is in. [Client A's mother] expressed her concern about [client A] coming home to visit during the week. She stated that her and her ex-husband were in agreement that home</p>			
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>visits should occur on the weekend as a reward for good behavior. [Client A] stated she doesn't like living at the group home, but was willing to work on getting along with her housemate.... The team discussed open lines of communication and it was agreed that all incident reports and reportables will be emailed to [client A's mother]. Additionally the CS will call [client A's mother] and report the incident. [Client A's mother] is also welcome to call any member of the team.... [Client A's mother] also suggested that if [client A] displays property destruction of any doors that [client A's] door is to be removed from her room and replaced with the door she damaged."</p> <p>Client B's record was reviewed on 4/24/13 at 1 PM.</p> <p>Client B's BSP of 4/17/12 (revised 12/20/12) indicated client B had a "history of self-injurious behaviors; physical aggression; verbal aggression; and elopement. These behaviors include: yelling and screaming until she loses her voice; crying with no tears; cussing; hitting; kicking; biting; spitting; scratching; banging her head; urinating and defecating on self; wiping mucous or body fluids (saliva, vaginal fluids, blood) on others; taking her clothes off,</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>exposing herself (breasts and genitals); touching her genitals and then touching others; chewing paper; making herself gag; wrapping helmet strap across neck; throwing helmet; refusing to keep helmet on; pinching herself; crawling through house; refusing medication; sitting in driveway; sitting in road; refusing to wear seat belt in van; eating with her fingers instead of utensils; refusing to attend day service."</p> <p>Client B's BSP indicated targeted behaviors of: ___ "Self-injurious behaviors: Any time [client B] engages in head banging, touching hot items, biting self, throwing herself against doors or walls, attempting to cut herself, attempting to ingest non-edible materials and/or objects, attempting to gag herself, wrapping objects around her neck (purse strap, helmet strap), crawling through the house. Any time she sits down in parking lots either in front of or in back of vehicles when she believes are going to move or sits in the driveway or in the road or refuses to wear a seat belt in the van." ___ "Physical Aggression: Any time [client B] attempts to strike, spit, grab, kick, bite, pinch, scratch, throw objects, throw cups of liquid or plates or cooking pots containing food, wipe body fluids on</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>others or surfaces; touching her genitals and then trying to touch others." ___ "Verbal aggression: Any time [client B] engages in shouting and screaming at peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others." ___ "Running/wandering away: Any time [client B] attempts to leave the area and go away from staff at home or while in the community." ___ "Non-compliance to medications" ___ "False allegations of abuse/neglect" ___ "Respecting others personal space: Any time [client B] gets within/invades a person's personal space, as defined by the length of the person's outstretched arm, who is being approached." The BSP indicated client B's Precursor Behaviors were: ___ "Dropping her head and closing her eyes: any time she places her chin on her chest while she is being withdrawn (not talking to others, making eye contact or participating for at least 10 minutes-excludes when she is asleep-or is participating in an activity that by default includes being quiet e.g. watching a movie, reading, etc.)" ___ "Crying loudly: any time she is crying loudly and yelling loudly 'mommy' while in her room, crying and yelling 'leave me</p>			
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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>alone' while in any room of the home and in the community settings." ___ "Sitting on the floor; any time she sits on the floor, slides down the wall to the floor, throws herself to the floor or crawls across the floor; this excludes activities which sitting in the floor is appropriate and acceptable." ___ "Removing her helmet: any time she [client B] tries to take her helmet off outside of doctor's orders for wear." ___ "Undressing: any time [client B] attempts to remove her clothes in an inappropriate setting." ___ "Elopement: any time [client B] attempts to leave the house/property without staff supervision." ___ "Refusing to take Medication:...."</p> <p>The BSP indicated "STAFF ACTIONS: Any time she [client B] engages in the above target behaviors and/or precursor behavior staff will do the following: ___ "Immediately ensure that there is nothing in the immediate environment that [client B] can use to harm herself and others...." ___ "Immediately conduct a visual room sweep and remove any items [client B] could potentially use to harm herself and move the items to the garage." ___ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT will discuss the continued need for 2 hour</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>intervals until the team feels she [client B] no longer poses a threat to herself or others relative to her demonstration of precursor/target behaviors during that time."</p> <p>__ "Modified Enhanced Supervision: When needed [client B] will be put on MES. This is when [client B] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on enhanced supervision (see below) and not able to enter the community. This MES will be evaluated every 4 hours by the IDT."</p> <p>__ "After moving from MES, [client B] will have enhanced supervision (as defined as [client B] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if she [client B] attempts to harm self or others). If [client B] attempts to go a room by herself (bedroom) staff will verbally tell her that she [client B] has to stay with them. If she continues staff will physically block her [client B] from entering the room. Staff will be in the same room with [client B] and will be positioned close enough to physically intervene using You're Safe I am Safe (YSIS) and within the staffs line of sight if she attempts to harm herself or others. This includes every room she enters. This includes every room she enters, as well</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>as in her room overnight while she is asleep. In order to protect [client B] during hours of sleep, [client B] may sleep on the couch in the living room where staff may more directly respond to her behavior and limit her access to times that she could use to harm herself. Sheets, pillows, blankets will be available as they can be used safely by [client B]. Whenever [client B] is in a room sitting down or laying down, staff will position themselves as close to [client B] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client B] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client B] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client B]. Staff will walk behind [client B] and to one side, the side closest to the nearest hard surface or to others and close enough to physically intervene if she attempts to harm herself or others. Whenever [client B] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items...."</p> <p>__ "[Client B] will have enhanced supervision (as defined as [client B] in the same room as staff, in the staff's line</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client B] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p> <p>Client B's BSP indicated reactive procedures: ___ "Do not overreact; try to maintain a calm and emotionless demeanor." ___ "Immediately ensure the health and safety of everybody in the immediate area. Immediately scan the room for items that can be used as a potential weapon against herself [client B] or others. If there are items in the immediate area that could be used as weapons that she [client B] could use, in a subtle manner try to remove the items from the area." ___ "In a firm and polite voice ask her [client B] to stop the behavior, and redirect her to a quieter area away from others, either outside (back patio) or to her room. Encourage her [client B] to use calming strategies (deep breathing, focusing on the positives in her life, etc.)." ___ "If the behavior persists and she [client</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>B] is placing herself or others in immediate danger by biting and/or spitting, implement universal precautions and apply a face shield to [client B's] face to block her ability to spit and/or bite herself or others." "If the behavior persists and she [client B] is placing herself or others in immediate danger implement You're Safe I'm Safe...."</p> <p>Client B's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare/Adept and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted. QMRP and BC are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>Review of the facility required training sign in sheets for 2012/2013 on 4/29/13 at 10 AM indicated: __The Sign in sheet of 4/17/13 indicated the topic as "Updated BSP" for client A. The sign in sheet did not indicate staff #2, #7, #10, #11, #12, #15 and #17 were provided training on client A's updated BSP.</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>__The Sign in sheet of 12/11/12 indicated the topic as BSP and ISP (Individual Support Plan) for client B. The sign in sheet did not indicate staff #2, #3, #4, #7, #8, #9, #10, #12, #13, and #17 were provided training on client B's program plans.</p> <p>During interview with client C on 4/22/13 at 5:15 PM, client C stated she was "legally blind," could see colors, shapes and forms and used a walking stick while ambulating. Client C indicated she was moving to less restrictive group home on 5/10/13 and was looking forward to the move. Client C stated since client A moved into the home, the home was "kinda crazy" but "I'm not afraid of them [clients A and B]." Client C stated client A was intimidating, "the way she acts." Client C stated, "I just get out of her way." Client C indicated when client A had behaviors client C would stay in her room or the staff would take her to the medication room until client A was out of the home and/or calmed down.</p> <p>During interview with client B on 4/22/13 at 5:45 PM, client B stated "I don't like her [client A]. We don't get along." Client B stated, "We [clients A and B] had a falling out." Client B stated she was not afraid of client A, but "She</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>tries to intimidate me." Client B stated, "I have lost 2 of my favorite staff because of her [client A]." Client B stated, "She's smarter than me, she goes to school and knows math and science and all that stuff and I don't." Client B indicated client A has kicked her in the head and the abdomen. Client B stated sometimes "I start it."</p> <p>Confidential Interview (CI) #1 indicated client A targeted client B. CI #1 stated 4 staff worked 1st shift (6 AM - 10 PM), 4 staff worked 2nd shift (2 PM - 10 PM) and 2 staff worked 3rd shift (10 PM - 6 AM). CI #1 indicated when client A begins to exhibit target behaviors, the staff would try to separate clients A and B to the point of removing one of them from the home. When asked how that was possible for the night shift staff to escort one of the clients from the home with only 2 staff working, CI #1 stated, "It's not." CI #1 stated since client A's arrival, several staff had quit and "sometimes 4 is not enough on 1st or 2nd shift and definitely 2 is not enough for 3rd shift." CI #1 stated client A had difficulty sleeping at night and would "often be up during the night."</p> <p>CI #2 indicated client A targeted client B. CI #2 stated client A was "intimidating" toward the staff and clients B, C and D.</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>CI #2 indicated client B sometimes would "taunt" client A into behaviors and the staff would "try to" separate them by removing one or both of them from the home "weather" and/or "adequate staffing" permitted. CI #2 stated, "I try not to show fear, but it's really hard at times." CI #2 stated 2 staff for the night shift was "ok as long as everyone sleeps and there's no behaviors."</p> <p>CI #3 stated the staff were told to say "everything is ok" when they were asked questions by the surveyor. CI #3 stated she was afraid for the staff, "I think everyone in the house is afraid of her [client A]." "She is going to really hurt one of us." When asked about the clients, CI #3 stated client B "stands up to her [client A]" and clients C and D "pretty much try to stay out of her way." CI #3 stated "I think they [clients B, C and D] are intimidated by her [client A]." CI #3 stated, "I know the staff are afraid of her [client A], they are just afraid of losing their jobs if they say anything." CI #3 stated "They showed us a couple of holds but I didn't sign up for this." CI #3 indicated the staff needed more training in regard to client A's behaviors, how to react and how to keep everyone safe. CI #3 indicated the staff were instructed to keep client A out of the house while the surveyor was in the home "that way you</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>wouldn't see what all was going on." CI #3 indicated there were not enough staff on 1st, 2nd and 3rd shifts. CI #3 indicated 2 staff on night shift was not safe if clients A and B were up and one or both were having behaviors. CI #3 stated she knew of at least 1 "if not more" incidents when the 3rd shift had to wake clients C and D and take them to the med room for their safety due to clients A and B having an altercation. CI #3 stated "at least twice" client B was kicked in the head because "there wasn't enough staff to keep it from happening." CI #3 stated, "She [client A] just completely terrorizes the house." CI #3 stated, "We are told to let her [client A] do whatever she wants to do to keep her from going off."</p> <p>CI #4 stated, "I haven't been trained like I should be. I was told that if she [client A] gets out of hand, we are supposed to call [name of outside services], the CS and the police if they tell us to. And then we call 911 if we have to." CI #4 stated, "I haven't been trained specifically the right way to go about some things." CI #4 indicated the need for more training in dealing with aggressive behaviors, the clients' BSPs and the policies. CI #4 stated, "There just hasn't been enough time, I feel like I just got thrown into it and it was sink or swim."</p>				

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>CI #5 stated, "I think most of the staff are uncomfortable with [client A]." CI #5 indicated since client A's admission to the group home client A had "tried to stab [client B] and some of the staff with a butter knife," "punch [client B] in the head," and had injured 2 of the staff. CI #5 indicated client B had obtained bruises on her face and knee because of client A's behaviors. CI #5 indicated client A has threatened to kill everyone and herself and if the staff showed fear, client A would target that staff even more. CI #5 stated client A "calls herself the Hulk" and tries to intimidate everyone "including [clients B, C and D]." CI #5 stated client B "stands up to her [client A] and [clients C and D] just try to stay out of her [client A's] way." CI #5 indicated 4 staff on the day shift and evening shift would be fine if client A was not in the home. CI #5 stated 4 staff on 1st and 2nd shift "isn't enough when [client A] is having behaviors," and "definitely not enough for the 3rd shift." CI #5 indicated she received training in regard to the YSIS holds and the clients' BSPs, but "It wasn't enough for what is going on in that home." CI #5 stated the staff were told how to respond to survey questions and were told to say everything was going fine, "when it's not." CI #5 stated, "I'm afraid she is seriously going to hurt one of us [the staff] before it's</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>over with."</p> <p>CI #6 stated, "We don't have the staff and we weren't trained to take care of someone like [client A]. She needs to be somewhere else where they have the staff or give us more help."</p> <p>Interview with the QIDP (Qualified Intellectual Disabilities Professional/QMRP/CS) on 4/24/13 at 2:30 PM indicated client A was admitted to the facility on 2/15/13. Since client A's admission to the facility, the QIDP stated, "[Client A] targets [client B]."</p> <p>The QIDP stated clients A and B did not get along and "both [client A] and [client B] egg each other on." The QIDP stated clients A and B were not on 1 to 1 supervision and/or special precautions "because it just agitates them that much more. It's in [client B's] plan that she is to be within eyesight of the staff at all times." The QIDP indicated whenever client A displayed target and/or precursor behaviors client A was placed on MES which meant client A was not allowed access to the community and was to be within eyesight of the staff at all times and the staff were to maintain a distance from client A of one arms length to one and a half arms length. The QIDP indicated the staff were also to remove anything client A could use as a weapon.</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>The QIDP stated the staff were to "try and get everyone else out of the way" in regard to clients B, C and D and were to follow client A's and B's BSPs. The QIDP stated the staff would "often" take clients A and/or B out of the house for a walk, a drive or into the back yard just to separate clients A and B to ensure both clients' safety. The QIDP stated client B has not had any "serious injuries" due to client A's behaviors. The QIDP indicated client B had 2 incidents of having to go to the hospital due to altercations between clients A and B, both times after client A kicked client B in the head and staff were not able to prevent client A from kicking client B. The QIDP indicated normal staffing levels of 4-4-2, 4 staff for 1st shift, 4 staff for 2nd shift and 2 staff for 3rd shift. The QIDP stated since client A's admission the QIDP had "mentioned" to the administrative staff there may be a need to increase the staffing levels to 5 for 1st shift, 5 for 2nd shift and 3 for 3rd shift. The QIDP indicated 4 staff had quit and 1 had been terminated since client A's admission in February. The QIDP stated she has had to call in staff to assist the night shift "on a couple of occasions." When asked how much assistance that was to the night shift staff when the behaviors are happening at 2 AM and there are 2 staff, the QIDP stated, "I know, not much help</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>after the fact." The QIDP indicated one of the staff lived right around the corner and the night shift could call her if needed for extra help. When asked if that was part of client A's and/or B's BSPs and part of the staffing schedule for the group home, the QIDP stated, "No." The QIDP indicated the IDT had not met to address how the facility was going to ensure client B's safety in regard to client A's behaviors of targeting client B and/or client A's and B's continued altercations and threatening behaviors toward each other.</p> <p>Interview with the QIDP on 4/29/13 at 10 AM indicated the staff were trained in orientation on basic holds of YSIS. The QIDP provided the training sign in sheets for the staff in regard to client A's and B's BSPs. The QIDP indicated if the staff were trained, their names would be on the sign in sheets. The QIDP stated, "I try to give the new staff a good idea of what to expect, but sometimes you just can't put into words what happens here." The QIDP indicated staff were in need of more training and support, but with all the behaviors in the home and staff turn over, "There just hasn't been enough time to get everything done."</p> <p>The facility's policies and procedures were reviewed on 4/23/13 at 11:30 AM.</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>The 9/14/07 facility policy entitled "Abuse, Neglect, Exploitation" indicated: ___ "Adept employees actively advocate for the rights and safety of all individuals. All allegations or occurrences of abuse, neglect and exploitation shall be reported to the appropriate authorities through the appropriate supervisory channels and will be thoroughly investigated under the policies of Adept, Rescare, and local, state and federal guidelines." ___ "Intimidation/emotional abuse: the act of failure to act that results or could result in emotional injury to an individual. The act of insulting or coarse language or gestures directed toward an individual that subject him/her to humiliation or degradation. Discouraging or inhibiting behavior by threatening both actual or implied. Attitude or acts that interfere with the psychological and social well being of an individual." ___ "Emotional/physical neglect: failure to provide goods and/or services necessary for the individual to avoid physical harm. Failure to provide the support necessary to an individual's psychological and social well being. Failure to meet the basic need requirements such as food, shelter, clothing and to provide a safe environment."</p> <p>This federal tag relates to complaint</p>				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	#IN00127356. 9-3-2(a)				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
W000186	<p>483.430(d)(1-2) DIRECT CARE STAFF The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans.</p> <p>Direct care staff are defined as the present on-duty staff calculated over all shifts in a 24-hour period for each defined residential living unit.</p> <p>Based on observation, record review and interview, for 2 of 2 sampled clients (A and B) and 2 additional clients (C and D) who lived in the group home, the facility failed to provide adequate staffing levels to ensure the clients were not subjected to abuse/intimidation and/or injured due to client A's behaviors and to ensure adequate numbers of staff to ensure the clients' BSPs (Behavior Support Plans) were followed.</p> <p>Findings include:</p> <p>Observations were conducted at the facility group home on 4/22/13 between 1:30 PM and 2 PM. Upon entering the home, client A was lying in her bed and client B was watching television. At 1:45 PM client A got up out of bed. Client A was a large muscular young woman and for no reason, started yelling profanities and slamming doors. Staff #2 prompted client A to go for a walk. Staff #1 stated, "It's best if we just get her out of the</p>	W000186	<p>CORRECTION: <i>The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans. Specifically, the facility has added additional direct support staff to the overnight shift and modified the day and evening shift schedules to bring in fresh staff at regular intervals and to diminish the stressors that have contributed to frequent aggressive behavioral episodes at traditional shift change times.</i></p> <p>PREVENTION: The Clinical Supervisor will submit schedule revisions to the Program Manager for approval prior to implementation. The Operations Team will monitor weekly staffing hour reports and the Quality Assurance Manager will perform periodic spot checks of facility time and attendance records to assure actually staffing matches the weekly staff schedule.</p> <p>RESPONSIBLE PARTIES:</p>	05/29/2013	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>house when she acts like this." After several verbal prompts, client A left the house with staff #2.</p> <p>Observations were conducted at the facility group home on 4/22/13 between 4:30 PM and 6:20 PM. At 4:30 PM client A was in bed taking a nap. At 4:45 PM, upon getting up staff #4 prompted client A to go play sports. This surveyor tried to talk with client A prior to leaving. Client A did not respond to any prompts to communicate. Staff #4 left with client A and did not return during this observation.</p> <p>The facility reportable records were reviewed on 4/22/13 at 2 PM. The reports indicated the following (not all inclusive):</p> <p>A BDDS (Bureau of Developmental Disabilities Services) report of 2/19/13 indicated at 8:30 AM client A was "verbally and physically aggressive towards staff. [Client A] was pacing through the house and was punching staff in the stomach as she walked past them. Staff attempted to block these punches but was unsuccessful at times.... [Client A] then went to her room and began gathering items that she could use to harm others, breaking some of her own property in order to attempt to make something to harm others with. Following [client A's] BSP, staff conducted a room</p>		Clinical Supervisor, Direct Support Staff, Behavior Therapist, Quality Assurance Team, Operations Team	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>sweep and removed all items that could be used to harm others. [Client A] continued to be physically aggressive towards staff and was in and out of 2 person YSIS [You're Safe I'm Safe] holds for the next couple of hours with staff attempting to release every 5 minutes but was unsuccessful. Each time staff would release the hold [client A] would attempt to hit others and elope so staff would re-initiate the holds...."</p> <p>A BDDS report of 2/27/13 indicated client A woke up at 4:45 AM and was talking with the staff. "Another housemate woke up at 5 AM and [client A] became verbally aggressive towards this housemate. [Client A] was threatening to 'slap the s--- out of her', 'f--- her up', and 'hurt her [client B]'. The housemate was in the kitchen and [client A] headed towards her. Staff blocked all attempts made by [client A] by using YSIS physical redirection as stated in [client A's] BSP, which allowed the housemate to leave the area.... [Client A] proceeded to knock items off the dining room table, knocking over all the chairs and verbally aggressive/threatening staff. [Client A] stated that she was going 'f--- her up', talking about a staff (sic). [Client A] then attempted to go after the housemate again. Staff was able to keep them apart and was offering [client A]</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>coping skills. [Client A] then attempted to kick the med room door down while other staff called the clinical supervisor [the QIDP (Qualified Intellectual Disabilities Professional)]. Clinical supervisor advised staff to call the police since [client A] was not de-escalating and due to there only being 2 staff until more staff arrived. The [name of police] arrived and [client A] stopped trying to attack staff and housemate but was continuing to be verbally aggressive. Another staff showed up and talked to [client A] 1:1...." The report indicated "Plan to Resolve (Immediate and Longterm)" was "Clinical Supervisor was able to call 1st shift staff in early to help with [client A's] behavior." Interview with the QIDP on 4/24/13 at 1 PM indicated the housemate targeted during this incident was client B.</p> <p>A BDDS report of 3/1/13 indicated at 10:40 AM "[Client A] had been singled out by [client B], [client A's] housemate, behavior since it started at 8 AM. (sic) [Client B] went after [client A] several times.... [Client A] was removed from the house once already due to being the target.... On the way out the back door after [client A] was attacked by [client B], [client A] took her right hand and punched the laundry room door...."</p> <p>A BDDS report of 3/6/13 indicated</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	"When staff walked into the house at 5:30 AM, [client A] and housemate [client B] were in the dining room having a disagreement. [Client B] then picked up a bottle of wipes that 3rd shift had been using to clean and threw them at [client A], hitting her [client A].... [Client B] kept taunting [client A] and instigating her to 'come hurt her.' Staff was able to escort [client B] to her room. [Client A] continued to pace throughout the house and getting worked up. Staff stayed between [client A] and [client B]. [Client B] became physically aggressive towards staff trying to attack [client A]. [Client A] then charged 3 staff to get to [client B], staff was able to block the several attempts made by [client A] to attack [client B]. [Client A] was able to get her leg through staff blocking and made contact with the left side of [client B's] face. Staff verbally redirected [client A] to her room to calm down. During attempts to block [client A] from attacking [client B], [client A] punched a staff in the face (cheek). Staff contacted clinical supervisor and gave permission for staff to call the cops. Once the cops arrived, [client A] calmed down and was crying. Staff was able to redirect her to the shower to help her calm down and relax. Prior to taking a shower [client A] had stated that she wanted to kill herself and that she was going to kill others.			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>Clinical supervisor discussed with the BC as to what was going on and it was decided to take [client A] to [name of hospital] for a psych evaluation.... Plan to Resolve (immediate and long term). While at [name of hospital], [name of hospital] staff asked [client A] if she knew why she was there. [client A] stated to [name of hospital] staff that she was there due to physical aggression, property destruction, threatening to kill herself, (sic) and threatening to kill others. [Name of hospital] stated that they did not have any beds available and set up an appointment for [name of outside health care service provider] to come to the house at noon to talk with [client A] and [client B] and to hopefully resolve the problem between the two. [Client A] was discharged and returned to [the group home]. Clinical Supervisor was at [name of hospital] with [client B] when [client A] was threatening but staff informed Clinical Supervisor that [client A] had broken off a piece of a chair or table and was beating on windows, doors, walls, and using it to threaten staff...."</p> <p>A Confidential Witness Statement Form dated 3/6/13 from staff #5 indicated: "I arrived at [name of street of group home] at 6:02 AM on 3/6/13. It had snowed about 4 inches overnight and I saw [client A] outside on the front porch. As I was</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	walking in, [client A] was walking down the street. She got to the end of the yard and [staff #15] coaxed her [client A] back inside. She [client A] appeared very agitated and 3rd shift soon disclosed [client B] had been in [client A's] personal space, [client A] had asked her to move/or leave her alone and [client B] refused. [Client B] had thrown a tub of [bleach] wipes at [client A]. [Client A] had kicked and/or hit [client B]. [Client B] was in her bedroom doorway sitting on the floor wiping what appeared to be blood on the walls, and softly crying. [Client A] was in the dining room area. I positioned myself in [client B's] doorway, as the other staff [staff #15 and staff #1] attempted to talk to [client A]. [Staff #14] brought gloves to me and she [staff #14] cleaned some of the blood off of the wall. [Client B] crawled to a 'corner' of her room between the bed and recliner and called her mom. They spoke for several minutes [on the computer]. She [client B] turned on her music after that. During this time [client A] is attempting to get into [client B's] room and staff is blocking. About this time [client C] goes into the kitchen for breakfast. She [client C] opens the refrigerator door and looks into it for several long minutes. [Client A] wanted to eat so she said something (I [staff #5] couldn't hear what) to [client C] about getting what she needed and getting out of			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>the way. [Client C] responded by shouting 'Keep my F----- name out of your mouth.' Staff intervened and [client C] sat at the table to eat and [client A] ate at the table/walking around. [Client B] then started to become more aggressive. She attempted to leave her room to 'get [client A]' and staff blocked. She became more aggressive toward staff reaching for [staff #14's] hair and attempting to bite her. Staff blocked. [Client B] began screaming at [client A] 'You're a b----' and 'You don't have any family.' [Client A] attempted to get into [client B's] room. Staff blocked. On one of these attempts she (client A) threw her arm back to break the hold and hit [staff #15] in the face. She (client A) shoved and pushed [staff #14] into [client B's] dresser. I [staff #5] was blocking [client B] to keep her away from [client A] and put out one arm to keep [client A] from getting any closer to [client B] and the other staff was able to get [client A] out of the room. [Client B] continued to scream '[Client A] is a b---h' and '[Client A's] mom is a b---h' over and over, stating she [client B] would kill [client A] and her family. Somewhere during this time calls were made and the police arrived around 7 am, perhaps as late as 7:30 am, [client B] was transported to [name of hospital] in non-emergency ambulance. [Client B] stated, while in emergency room that [client A] had kicked her</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>mouth, upper lip under nose (pointed) but she had previously been bleeding. She told me she had not picked it but would not answer if she had bit it herself. This was about 8:45 am."</p> <p>A Confidential Witness Statement Form dated 3/6/13 at 6 AM from staff #1 indicated: "As I walked in the house this morning [client B] and [client A] were both in the middle of having behaviors. [Client A] was yelling towards [client B] making threats and trying to get to her to hit her. [Client B] was sitting in bedroom floor yelling 'f--- you' to [client A] and telling her to come hit her. [Client A] continued to be agitated and attempting to attack [client B]. [Client B] was seen wiping blood on her bedroom wall from biting her lip. This went on for about an hour..."</p> <p>A BDDS report of 3/8/13 at 6:30 AM indicated client A "started a behavior for reasons unknown to staff. Staff removed all other individuals in the house into the med room as [client A] was beginning to throw chairs, turn tables, throw board games, busting open the remote controls, and threatening to harm staff. [Client A] then went into the kitchen to look for sharps (knives, forks etc.) and when she realized that staff had locked them up she went back to throwing chairs and</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>disassembled 2 of the table chair legs and began to attempt to hit staff with them." The QIDP was called and came to the group home to talk with client A. Client A calmed for "awhile but became agitated when a staff mentioned their wrist hurt." Client A went into the kitchen and got a metal spatula, disassembled it to get the metal and continued to attempt to harm staff.... Following her BSP, BC (Behavior Consultant) initiated a 1 person YSIS standing hold. [Client A] broke free of this hold and continued to taunt staff, chasing after them.... She managed to get a cookie cutter and made it into a weapon. [Client A] attempted to attack staff and threaten them with this weapon. When she was unsuccessful she began carving into the walls, among other property destruction. [Client A] was not calming down, only escalating and continuing to threaten staff with her weapon so BC gave permission to call the police. When police arrived [client A] was checked for weapons and was put in handcuffs, then transported to the [name of hospital] for a psych eval."</p> <p>A BDDS report of 3/13/13 indicated at 2:40 PM, "Upon returning from the grocery store [client A] became agitated and was making threats towards 2nd shift. Staff suggested that [client A] play her video game.... She refused and got a hold</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>of the control stick for the blinds and began poking staff with it. When asked to stop and put it away [client A] began breaking it stating that it would make a good shank [weapon]. She stated that she was going to stab a staff.... [Client A] then went into the kitchen where [client B], her housemate, was standing and shouted for her to move out of her way. When [client B] did not respond to her, she moved towards the refrigerator and threw a piece of the control stick at [client B]. [Client B] then shouted at [client A] and [client A] hit [client B] in the face and her [client B's] head hit the refrigerator door, [client B's] glasses [eyeglasses] fell to the floor. As staff intervened one was hit in the process and [client A] attempted to kick and hit [client B] again. Staff was again pushed, kicked, and hit.... Staff then closed the door [kitchen door] to keep [client B] safe.... [Client A] then attempted to climb through the kitchen cut out window to get to [client B].... staff initiated a 2 person YSIS hold. The third staff then walked with [client B] to her room...." The 2nd shift staff arrived. Client A's behaviors continued and escalated. The staff called the BC and the staff called [name of crisis center] hotline and the police were called. "Plan to Resolve: [Client A] was place (sic) under arrest for assault and resisting law enforcement." Client A was admitted</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
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	<p>to the hospital for treatment.</p> <p>The 3/13/13 1:40 PM Confidential Witness Statement Form from staff #1 indicated: "...[client A] hit [client B] with a piece of the blind then [client B] in return kicked [client A] then proceeded into the kitchen and stood in front of fridge. [Client A] came after [client B] to hit her.... [Client A] managed to get in between staff and punched [client B] in the head. [Client A] was redirected out of the kitchen and [client A] was checked out....".</p> <p>The 3/13/13 2 PM Confidential Witness Statement Form from staff #18 indicated: "When I arrived at 1:55 PM [client A] was in a behavior damaging property she [client A] was hitting staff with her belts she [client A] then went into bathroom came out with metal roll threw at staff she [client A] then threw hygiene tote at [staff #8] she [client A] tried getting in [client B's] room I [staff #18] pulled her back she then came at me Punching me in the head we then put her in hold on floor to prevent further injuries (sic). "</p> <p>A 3/13/13 Incident Follow Up Report for the BDDS report of 2/19/13 indicated "There is now a plan in place that when [client A] starts to get agitated and pacing throughout the house, staff are to</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>immediately call the [name of] Crisis line and a [name of] therapist will come to the house and attempt to calm [client A] and help her utilize her coping skills."</p> <p>The BDDS report of 3/26/13 indicated at 4:15 AM "[Client B] was sitting at the kitchen table with 2 staff and [client A]. [Client B] opened up [client A's] book and began pulling at the pages. Staff prompted [client B] to stop and [client B] then grabbed another book. Staff attempted to verbally redirect [client B] to the living room but was unsuccessful. [Client B] then kicked a chair at [client A] twice and went towards the individual. Staff initiated a standing 1 person YSIS hold, per BSP. [Client B] then became physically aggressive towards staff so a 2 person YSIS hold, one staff standing on each side of her [client B], was initiated per BSP. [Client B] then dropped to the floor and scratched staff. [Client B] then attempted to remove her helmet but was gently blocked by staff to prevent self injurious behaviors. [Client B] then was screaming, kicking and tried hitting staff in the head while in a 2 person YSIS hold. [Client B] was in and out of holds from 4:20 AM to 6:10 AM with staff attempting to release but was unsuccessful. During the times [client B] was released from the holds staff used gentle blocking to prevent [client B] from</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>hurting herself and others. [Client B] was then redirected to her bedroom where she continued to escalate. [Client B] attempted to elope out her bedroom window and lick the electrical outlets. Staff called the Clinical Supervisor and BC.... Clinical supervisor arrived on site and was able to talk to [client B] and help calm down. Plan to Resolve: ...[Client B's] housemate [client A], admitted to kicking [client B] in the head, stomach, and stomping on [client B's] hand. [Client B] stated she was not injured and was not hurting anywhere due to this...."</p> <p>The 3/26/13 6:30 AM Confidential Witness Statement Form indicated "[Client A] began pacing around [client B] taunting her and calling her a b----, and that she was going to totally f--- her up. [Client A] then began kicking [client B's] helmet, and the side of her head. Staff pleaded with her [client A] to please not kick [client B] again. [Client A] ignored staff and kicked [client B] a few more times."</p> <p>The BDDS report of 4/7/13 indicated at 6:30 PM [Client A] was fixing a snack in the kitchen when a housemate [client B] was trying to get into a drawer in the kitchen. [Client A] was standing in front of the drawer and [client A] was yelling at [client B] telling her to say "Excuse me!."</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>When [client B] refused, they both started to yell at each other and [client B] then went to [client B's] bedroom. [Client A] followed client B into her room and started to yell at [client B] and started punching and kicking her. Staff attempted to block [client A] from hitting and kicking [client B] and attempted to verbally redirect her out of the room. Staff was able to verbally redirect her out of the room when [client A] went out and got a butter knife out of the kitchen and came back to try to stab [client B] with the butter knife. Staff blocked [client A] from getting close to stabbing anyone and [client A] was redirected again out of [client B's] room. [Client A] then went out the front door and was threatening to run away. Staff talked with her and attempted to calm her, but she then came back into the house and went into the kitchen and got another butter knife out of the dishwasher and staff was able to get the knife away from [client A]. [Client A] again ran back to [client B's] room, pushed through two of the staff that was (sic) in the doorway and attempted to punch [client B]. Staff again attempted to block and redirect [client A] out of [client B's] room, but [client A] continued to escalate and would go out of [client B's] room and then attempt to return again. The staff then blocked [client A's] attempts at getting into [client B's] room.</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>[Client A] went outside several times and the staff followed and attempted to de-escalate her, but she continued to attempt to punch and kick [client B]. [Client A] threatened to kill [client B] and the staff each time that she attempted to get into her [client B's] room. [Client A] finally calmed and went to the store with staff to de-escalate and then came back home and went to bed." The report indicated clients A and B were not injured, although a staff was injured when client A pushed her way into client B's bedroom to get to client B.</p> <p>The 4/7/13 investigative Final Report indicated "[Client A] admitted that she (client A) hit and kicked [client B] and later attempted to stab [client B] because she did not say excuse me."</p> <p>The BDDS report dated 4/8/13 indicated at 6:55 AM, "[Client A] became agitated and began throwing books, knocked over a table and was throwing chairs. [Client A] then proceeded to enter another housemates [client B's] bedroom and attempted to hit [client B].... [Client A] continued with property destruction and attempted to enter [client B's] room again.... Staff then moved all the other housemates into the med room for their safety because of [client A] being aggressive and it was unsafe for them to</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>be in the rest of the house. [Client A] then went to the back office and took a lighter from a staff's purse and took it into her room and threatened to burn down the house. Staff called police because they could no longer ensure [client A] and her housemate's safety. When police arrived, [client A] calmed and denied any intentions to harm staff or others."</p> <p>The BDDS report dated 4/11/13 at 2:30 AM indicated client B had overhead the staff talking about fire drills. Client B pulled the fire alarm. Client A told client B to "Shut her d--- mouth." Client B said, "Go to h---!" Clients A and B began to argue back and forth and client B ran to the Clinical Supervisor's office and locked herself in the room. Staff unlocked the door and redirected client B to her bedroom. Client B laid down on the floor and began "hitting, kicking, biting, throwing shoes and her helmet at the staff." Client A then came up to client B's door where client B was laying and "kicked [client B] in the side of the head" before the staff could stop her. The report indicated client B obtained a 2 centimeter blue bruise to the right side of her head from being kicked by client A. The report indicated the nurse was notified and the staff were instructed for client B to be taken to urgent care to be checked out, but client B refused to go.</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>The 3/26/13 Confidential Witness Statement Forms indicated staff observed client A kick client B in the side of the head while client B was in a YSIS hold.</p> <p>The BDDS report of 4/15/13 at 4 PM indicated client A called client B a "retarded b----." Staff assisted client B to the med room and client A "got up and threw [client B's] rocking chair breaking one of the legs. Before staff could get the med room door shut [client A] pushed it open and attempted to kick [client B]. Staff surrounded [client B] to block all attempts made by [client A]. [Client A] then grabbed the calendar off the desk and threw it. She also grabbed a binder and an ink pen and threw the binder at the wall causing it to break. She took parts of the binder and attempted to stab/jab [client B] with it, which staff was able to block. When staff asked for the ink pen, [client A] broke it in half and attempted to attack [client B] with it. When staff was blocking these attempts [client A] grabbed one of staff's walkie talkies and threw it on the ground, causing it to break. [Client A] threw the rolling chair that was in the med room and stomped on it, staff removed the chair immediately. [Name of case manager of an outside services] entered the home at this time with 2 of the other housemates.... As</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>[client A] walked through the dining room she began throwing chairs and finally went out the back door. She then began throwing recreational activities that is (sic) there for the girls over the fence into the neighbors back yard. [Client A] then pulled the shepherd hook out of the ground that we hang the bird feeder on and entered the home, hitting the med room door with it. Staff was able to talk her into putting it back outside. At this time [name of outside services] made the call to call the police. When the [name of police agency] pulled up [client A] called her mother and told her mother that [name of outside services] was trying to send her to [name of hospital] or to jail, which was not the case. Staff spoke with [client A's] mother on the phone. During this phone conversation [client A's] mother asked staff if they [the police officer] were white. When staff answered yes she said that we were discriminating against her daughter because she was black and that she [client A's mother] was on her way to come and get her [client A]. She then told staff that she was getting her people together and threatened to harm staff.... Before leaving the house with [client A], as they [client A and her mother] were walking past [client B], [client A's] mother stated 'that b---- (pointing at [client B]) better not hit you!'</p>			

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>Client A's record was reviewed on 4/23/13 at 2 PM. Client A's record indicated client A was admitted to the group home on 2/15/13.</p> <p>Client A's BSP of 2/13/13 (revised 4/12/13) indicated client A had a history of arguing, yelling at others, cursing, verbal threats of physical harm, antagonizing peers, intimidation, throwing objects at others, hitting others, kicking others, pushing others, hitting objects, kicking objects, knocking over chairs, flipping over couches, invading others space, hitting windows and doors, breaking doors, breaking phones, refusing medication...."</p> <p>Client A's BSP indicated client A had targeted behaviors of: ___ "Physical Aggression: Any time [client A] attempts to strike, spit, grab, kick, bite, punch, push, scratch, throw objects, kick objects, knock over objects, dump over objects. Anytime [client A] takes an object, brandishes it as a weapon and threatens to use it to harm others. Any time [client A's] physical behavior results in any injury to herself." ___ "Verbal aggression: Any time [client A] engages in shouting and screaming at peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others."</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>___ "Property Disruption/Destruction: Any time [client A] hits on the walls or windows, pushes/flips furniture, clears tables, knocks over trash cans, defaces objects by writing/carving/scratching words into them, slams doors and throws objects that make an audible sound loud enough to be heard in the next room. Any time, she takes peers' personal belongings from their room or person without permission."</p> <p>___ "Leaving assigned Areas: any time [client A] leaves an assigned area including areas in the home... without staff acknowledgement. This includes climbing out her alarmed window as well as walking out of the house to the front yard, the back yard, the garage or the north field without staff acknowledgement as well as entering housemates' bedrooms without permission."</p> <p>___ "Non-compliance..."</p> <p>Client A's BSP indicated precursor behaviors of sighing really loudly, saying "Oh my God," pacing, stomping through house, loud voices, refusing medication and programming. "In addition, the following antecedents have also been identified as events which are likely to occur before and/or cause a targeted behavior, being awakened by someone else having a behavior, noise in the</p>						

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>environment and/or large groups of people, hearing others talk about her mother/family, being touched by others, being told no, perception that she is being stared at/looked at, a change in her schedule/adapting to change, having to wait to contact her family and/or delay in seeing her family when she wants."</p> <p>The BSP indicated "STAFF ACTIONS: Any time [client A] engages in the above target behaviors and/or precursor behavior staff will do the following:"</p> <p>__ "Immediately ensure that there is nothing in the immediate environment that [client A] can use to harm herself and others. This includes but is not limited to any sharp, edged or pointed objects such as pens, pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p> <p>__ "Immediately conduct a visual room sweep and remove any items [client A] could potentially use to harm herself and move the items to the garage. This includes but is not limited to any sharp, edged or pointed objects such as pens,</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p> <p>__ "Notify the Clinical Supervisor/QMRP (Qualified Mental Retardation Professional) and the Rescare Behaviorist. The Clinical Supervisor/QMRP and Behaviorist will notify the team that the safety protocol will be implemented."</p> <p>__ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT (Interdisciplinary Team) will discuss the continued need for 2 hour intervals until the team feels [client A] no longer poses a threat to herself or others relative to her demonstration of precursor/target behaviors during that time."</p> <p>__ "Modified Enhanced Supervision (MES): When needed [client A] will be put on MES. This is when [client A] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on enhanced supervision (see below) and not able to enter the community. This MES will be evaluated every 4 hours by the IDT."</p> <p>__ "Enhanced Supervision: After moving</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>from MES, [client A] will have enhanced supervision (as defined as [client A] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if [client A] attempts to harm self or others). If [client A] attempts to go to a room by herself (bedroom) staff will verbally remind her that staff must stay with her to keep her safe. Staff will follow [client A], be in the same room with her and will be positioned close enough to physically intervene using Your Safe I am Safe (YSIS) and maintain line of sight if she attempts to harm herself or others. This includes every room she enters. During overnight when [client A] is asleep in her room, staff will be positioned at [client A's] doorway. Whenever [client A] is in a room sitting down or laying down, staff will position themselves as close to [client A] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client A] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client A] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client A]. Staff will walk behind [client A] and to one side, the side closest to the nearest hard surface or to others and close enough to physically</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>intervene if she attempts to harm herself or others. Whenever [client A] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items."</p> <p>__ "During enhanced supervision [client A] will not have any access to: Community.... Items that she could use to harm herself or others, to include sharps and other potentially dangerous items throughout the house. To prevent harm and protect [client A] these items will be secured during enhanced supervision. When [client A] is calm (off of enhanced supervision) items will be unsecured for [client A] to access...."</p> <p>__ "[Client A] will have enhanced supervision (as defined as [client A] in the same room as staff, in the staff's line of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client A] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p> <p>Client A's BSP indicated reactive procedure for physical aggression and/or property destruction:</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>___ "Do not overreact; try to maintain a calm and emotionless demeanor."</p> <p>___ "If [client A] slams a door, one staff will verbally prompt and attempt to engage [client A] in a preferred activity and a second staff will open the door. If [client A] notices and asks why the door is open, staff will explain to [client A] that [client A] is working on an activity at the moment and they can talk about why the door is to remain open later."</p> <p>___ "Immediately ensure the health and safety of everybody in the immediate area by having individuals move to another area of the home. Immediately scan the room for items that can be used as a potential weapon against [client A] or others. If there are items in the immediate area that [client A] could use as weapons remove the items from the area."</p> <p>___ "[Client A] does not like to be touched unless she has initiated the action and doing so will likely cause a behavior or exacerbate one already in progress. Staff will follow least restrictive interventions and protect [client A] and others from harm."</p> <p>___ "If the behavior persists and [client A] is placing herself or others at risk of harm, verbally remind [client A] that she is placing herself and others at risk of harm and you will have to touch her to hold/move her if she cannot calm/move</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>herself. If [client A] persists, staff will first implement You're Safe I'm Safe personal safety techniques...."</p> <p>Client A's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare... and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted per the BSP. Clinical Supervisor/QMRP and Behaviorist are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>__ Client A's behavior data records indicated client A had 59 episodes of physical aggression and/or property destruction in 51 days. The records indicated 34 of those behaviors on 1st shift (6 AM - 2 PM), 18 on 2nd shift (2 PM - 10 PM) and 7 on 3rd shift (10 PM - 6 AM).</p> <p>Client A's IDT (Interdisciplinary Team) meeting notes indicated 2 IDT notes since client A's admission to the group home on 2/15/13. The IDT note of 2/17/13 indicated the team met to address the replacement of client A's wooden</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>bedroom door with "a covering" to be hung over client A's doorway with velcro. The IDT note of 4/16/13 indicated "The team met today per [name of client A's mother/ HCR (Health Care Representative) request. [Client A's] mother was concerned that [street name of facility] staff showed favoritism when dealing with [client A's] behavior VS. her housemates behaviors. CS [name of CS] and Behaviorist [name of Behaviorist] explained to [client A's] mother that the escalation of [client A's] behavior escalates to the point that [client A] becomes a threat to herself or others that police intervention is necessary. [Client A's] mother is not happy with [name of outside behavior services] and would like to pursue other options. [Client A's] mother feels that the writing pens that are used as weapons by [client A] should be locked up at all times. The team discussed purchasing pens that are softer and could not be used as a weapon, but that ultimately [client A] needed to adapt and not have items locked up due to the environment she is in. [Client A's mother] expressed her concern about [client A] coming home to visit during the week. She stated that her and her ex-husband were in agreement that home visits should occur on the weekend as a reward for good behavior. [Client A] stated she doesn't like living at the group</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>home, but was willing to work on getting along with her housemate.... The team discussed open lines of communication and it was agreed that all incident reports and reportables will be emailed to [client A's mother]. Additionally the CS will call [client A's mother] and report the incident. [Client A's mother] is also welcome to call any member of the team.... [Client A's mother] also suggested that if [client A] displays property destruction of any doors that [client A's] door is to be removed from her room and replaced with the door she damaged."</p> <p>Client B's record was reviewed on 4/24/13 at 1 PM.</p> <p>Client B's BSP of 4/17/12 (revised 12/20/12) indicated client B had a "history of self-injurious behaviors; physical aggression; verbal aggression; and elopement. These behaviors include: yelling and screaming until she loses her voice; crying with no tears; cussing; hitting; kicking; biting; spitting; scratching; banging her head; urinating and defecating on self; wiping mucous or body fluids (saliva, vaginal fluids, blood) on others; taking her clothes off, exposing herself (breasts and genitals); touching her genitals and then touching others; chewing paper; making herself</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>gag; wrapping helmet strap across neck; throwing helmet; refusing to keep helmet on; pinching herself; crawling through house; refusing medication; sitting in driveway; sitting in road; refusing to wear seat belt in van; eating with her fingers instead of utensils; refusing to attend day service."</p> <p>Client B's BSP indicated targeted behaviors of:</p> <p>___"Self-injurious behaviors: Any time [client B] engages in head banging, touching hot items, biting self, throwing herself against doors or walls, attempting to cut herself, attempting to ingest non-edible materials and/or objects, attempting to gag herself, wrapping objects around her neck (purse strap, helmet strap), crawling through the house. Any time she sits down in parking lots either in front of or in back of vehicles when she believes are going to move or sits in the driveway or in the road or refuses to wear a seat belt in the van."</p> <p>___"Physical Aggression: Any time [client B] attempts to strike, spit, grab, kick, bite, pinch, scratch, throw objects, throw cups of liquid or plates or cooking pots containing food, wipe body fluids on others or surfaces; touching her genitals and then trying to touch others."</p> <p>___"Verbal aggression: Any time [client</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>B] engages in shouting and screaming at peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others."</p> <p>__ "Running/wandering away: Any time [client B] attempts to leave the area and go away from staff at home or while in the community."</p> <p>__ "Non-compliance to medications"</p> <p>__ "False allegations of abuse/neglect"</p> <p>__ "Respecting others personal space: Any time [client B] gets within/inva des a person's personal space, as defined by the length of the person's outstretched arm, who is being approached."</p> <p>The BSP indicated client B's Precursor Behaviors were:</p> <p>__ "Dropping her head and closing her eyes: any time she places her chin on her chest while she is being withdrawn (not talking to others, making eye contact or participating for at least 10 minutes-excludes when she is asleep-or is participating in an activity that by default includes being quiet e.g. watching a movie, reading, etc.)"</p> <p>__ "Crying loudly: any time she is crying loudly and yelling loudly 'mommy' while in her room, crying and yelling 'leave me alone' while in any room of the home and in the community settings."</p> <p>__ "Sitting on the floor; any time she sits</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>on the floor, slides down the wall to the floor, throws herself to the floor or crawls across the floor; this excludes activities which sitting in the floor is appropriate and acceptable." ___ "Removing her helmet: any time she [client B] tries to take her helmet off outside of doctor's orders for wear." ___ "Undressing: any time [client B] attempts to remove her clothes in an inappropriate setting." ___ "Elopement: any time [client B] attempts to leave the house/property without staff supervision." ___ "Refusing to take Medication:...."</p> <p>The BSP indicated "STAFF ACTIONS: Any time she [client B] engages in the above target behaviors and/or precursor behavior staff will do the following: ___ "Immediately ensure that there is nothing in the immediate environment that [client B] can use to harm herself and others...." ___ "Immediately conduct a visual room sweep and remove any items [client B] could potentially use to harm herself and move the items to the garage." ___ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT will discuss the continued need for 2 hour intervals until the team feels she [client B] no longer poses a threat to herself or others relative to her demonstration of</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>precursor/target behaviors during that time."</p> <p>__ "Modified Enhanced Supervision: When needed [client B] will be put on MES. This is when [client B] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on enhanced supervision (see below) and not able to enter the community. This MES will be evaluated every 4 hours by the IDT."</p> <p>__ "After moving from MES, [client B] will have enhanced supervision (as defined as [client B] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if she [client B] attempts to harm self or others). If [client B] attempts to go a room by herself (bedroom) staff will verbally tell her that she [client B] has to stay with them. If she continues staff will physically block her [client B] from entering the room. Staff will be in the same room with [client B] and will be positioned close enough to physically intervene using You're Safe I am Safe (YSIS) and within the staffs line of sight if she attempts to harm herself or others. This includes every room she enters. This includes every room she enters, as well as in her room overnight while she is asleep. In order to protect [client B] during hours of sleep, [client B] may</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>sleep on the couch in the living room where staff may more directly respond to her behavior and limit her access to times that she could use to harm herself. Sheets, pillows, blankets will be available as they can be used safely by [client B]. Whenever [client B] is in a room sitting down or laying down, staff will position themselves as close to [client B] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client B] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client B] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client B]. Staff will walk behind [client B] and to one side, the side closest to the nearest hard surface or to others and close enough to physically intervene if she attempts to harm herself or others. Whenever [client B] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items...."</p> <p>__ "[Client B] will have enhanced supervision (as defined as [client B] in the same room as staff, in the staff's line of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client B] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p> <p>Client B's BSP indicated reactive procedures: ___ "Do not overreact; try to maintain a calm and emotionless demeanor." ___ "Immediately ensure the health and safety of everybody in the immediate area. Immediately scan the room for items that can be used as a potential weapon against herself [client B] or others. If there are items in the immediate area that could be used as weapons that she [client B] could use, in a subtle manner try to remove the items from the area." ___ "In a firm and polite voice ask her [client B] to stop the behavior, and redirect her to a quieter area away from others, either outside (back patio) or to her room. Encourage her [client B] to use calming strategies (deep breathing, focusing on the positives in her life, etc.)." ___ "If the behavior persists and she [client B] is placing herself or others in immediate danger by biting and/or spitting, implement universal precautions</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>and apply a face shield to [client B's] face to block her ability to spit and/or bite herself or others." "If the behavior persists and she [client B] is placing herself or others in immediate danger implement You're Safe I'm Safe...."</p> <p>Client B's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare/Adept and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted. QMRP and BC are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>During interview with client C on 4/22/13 at 5:15 PM, client C stated she was "legally blind," could see colors, shapes and forms and used a walking stick while ambulating. Client C indicated she was moving to a less restrictive group home on 5/10/13 and was looking forward to the move. Client C stated since client A moved into the home, the home was "kinda crazy" but "I'm not afraid of them [clients A and B]." Client C stated client A was</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>intimidating, "the way she acts." Client C stated, "I just get out of her way." Client C indicated when client A had behaviors client C would stay in her room or the staff would take her to the medication room until client A was out of the home and/or calmed down.</p> <p>During interview with client B on 4/22/13 at 5:45 PM, client B stated "I don't like her [client A]. We don't get along." Client B stated, "We [clients A and B] had a falling out." Client B stated she was not afraid of client A, but "She tries to intimidate me." Client B stated, "I have lost 2 of my favorite staff because of her [client A]." Client B stated, "She's smarter than me, she goes to school and knows math and science and all that stuff and I don't." Client B indicated client A has kicked her in the head and the abdomen. Client B stated sometimes "I start it."</p> <p>Confidential Interview (CI) #1 indicated client A targeted client B. CI #1 stated 4 staff worked 1st shift (6 AM - 10 PM), 4 staff worked 2nd shift (2 PM - 10 PM) and 2 staff worked 3rd shift (10 PM - 6 AM). CI #1 indicated when client A begins to exhibit target behaviors, the staff would try to separate clients A and B to the point of removing one of them from the home. When asked how that</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>was possible for the night shift staff to escort one of the clients from the home with only 2 staff working, CI #1 stated, "It's not." CI #1 stated since client A's arrival, several staff had quit and "sometimes 4 is not enough on 1st or 2nd shift and definitely 2 is not enough for 3rd shift." CI #1 stated client A had difficulty sleeping at night and would "often be up during the night."</p> <p>CI #2 indicated client A targeted client B. CI #2 stated client A was "intimidating" toward the staff and clients B, C and D. CI #2 indicated client B sometimes would "taunt" client A into behaviors and the staff would "try to" separate them by removing one or both of them from the home "weather" and/or "adequate staffing" permitted. CI #2 stated, "I try not to show fear, but it's really hard at times." CI #2 stated 2 staff for the night shift was "ok as long as everyone sleeps and there's no behaviors."</p> <p>CI #3 stated the staff were told to say "everything is ok" when they were asked questions by the surveyor. CI #3 stated she was afraid for the staff, "I think everyone in the house is afraid of her [client A]." "She is going to really hurt one of us." When asked about the clients, CI #3 stated client B "stands up to her [client A]" and clients C and D "pretty</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>much try to stay out of her way." CI #3 stated "I think they [clients B, C and D] are intimidated by her [client A]." CI #3 stated, "I know the staff are afraid of her [client A], they are just afraid of losing their jobs if they say anything." CI #3 stated "They showed us a couple of holds but I didn't sign up for this." CI #3 indicated the staff needed more training in regard to client A's behaviors, how to react and how to keep everyone safe. CI #3 indicated the staff were instructed to keep client A out of the house while the surveyor was in the home "that way you wouldn't see what all was going on." CI #3 indicated there were not enough staff on 1st, 2nd and 3rd shifts. CI #3 indicated 2 staff on night shift was not safe if clients A and B were up and one or both were having behaviors. CI #3 stated she knew of at least 1 "if not more" incidents when the 3rd shift had to wake clients C and D and take them to the med room for their safety due to clients A and B having an altercation. CI #3 stated "at least twice" client B was kicked in the head because "there wasn't enough staff to keep it from happening." CI #3 stated, "She [client A] just completely terrorizes the house." CI #3 stated, "We are told to let her [client A] do whatever she wants to do to keep her from going off."</p> <p>CI #5 stated, "I think most of the staff are</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>uncomfortable with [client A]." CI #5 indicated since client A's admission to the group home client A had "tried to stab [client B] and some of the staff with a butter knife," "punch [client B] in the head," and had injured 2 of the staff. CI #5 indicated client B had obtained bruises on her face and knee because of client A's behaviors. CI #5 indicated client A has threatened to kill everyone and herself and if the staff showed fear, client A would target that staff even more. CI #5 stated client A "calls herself the Hulk" and tries to intimidate everyone "including [clients B, C and D]." CI #5 stated client B "stands up to her [client A] and [clients C and D] just try to stay out of her [client A's] way." CI #5 indicated 4 staff on the day shift and evening shift would be fine if client A was not in the home. CI #5 stated 4 staff on 1st and 2nd shift "isn't enough when [client A] is having behaviors," and "definitely not enough for the 3rd shift." CI #5 indicated she received training in regard to the YSIS holds and the clients' BSPs, but "It wasn't enough for what is going on in that home." CI #5 stated the staff were told how to respond to survey questions and were told to say everything was going fine, "when it's not." CI #5 stated, "I'm afraid she is seriously going to hurt one of us [the staff] before it's over with."</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>CI #6 stated, "We don't have the staff and we weren't trained to take care of someone like [client A]. She needs to be somewhere else where they have the staff or give us more help."</p> <p>Interview with the QIDP (Qualified Intellectual Disabilities Professional/QMRP/CS) on 4/24/13 at 2:30 PM indicated client A was admitted to the facility on 2/15/13. Since client A's admission to the facility, the QIDP stated, "[Client A] targets [client B]."</p> <p>The QIDP stated clients A and B did not get along and "both [client A] and [client B] egg each other on." The QIDP stated clients A and B were not on 1 to 1 supervision and/or special precautions "because it just agitates them that much more. It's in [client B's] plan that she is to be within eyesight of the staff at all times." The QIDP indicated whenever client A displayed target and/or precursor behaviors client A was placed on MES which meant client A was not allowed access to the community and was to be within eyesight of the staff at all times and the staff were to maintain a distance from client A of one arms length to one and a half arms length. The QIDP indicated the staff were also to remove anything client A could use as a weapon. The QIDP stated the staff were to "try</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	and get everyone else out of the way" in regard to clients B, C and D and were to follow client A's and B's BSPs. The QIDP stated the staff would "often" take clients A and/or B out of the house for a walk, a drive or into the back yard just to separate clients A and B to ensure both clients' safety. The QIDP stated client B has not had any "serious injuries" due to client A's behaviors. The QIDP indicated client B had 2 incidents of having to go to the hospital due to altercations between clients A and B, both times after client A kicked client B in the head and staff were not able to prevent client A from kicking client B. The QIDP indicated normal staffing levels of 4-4-2, 4 staff for 1st shift, 4 staff for 2nd shift and 2 staff for 3rd shift. The QIDP stated since client A's admission the QIDP had "mentioned" to the administrative staff there may be a need to increase the staffing levels to 5 for 1st shift, 5 for 2nd shift and 3 for 3rd shift. The QIDP indicated 4 staff had quit and 1 had been terminated since client A's admission in February. The QIDP stated she has had to call in staff to assist the night shift "on a couple of occasions." When asked how much assistance that was to the night shift staff when the behaviors are happening at 2 AM and there are 2 staff, the QIDP stated, "I know, not much help after the fact." The QIDP indicated one			
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	<p>of the staff lived right around the corner and the night shift could call her if needed for extra help. When asked if that was part of client A's and/or B's BSPs and part of the staffing schedule for the group home, the QIDP stated, "No." The QIDP indicated the IDT had not met to address how the facility was going to ensure client B's safety in regard to client A's behaviors of targeting client B and/or client A's and B's continued altercations and threatening behaviors toward each other.</p> <p>Interview with the QIDP on 4/29/13 at 10 AM indicated the staff were trained in orientation on basic holds of YSIS. The QIDP provided the training sign in sheets for the staff in regard to client A's and B's BSPs. The QIDP indicated if the staff were trained, their names would be on the sign in sheets. The QIDP stated, "I try to give the new staff a good idea of what to expect, but sometimes you just can't put into words what happens here." The QIDP indicated staff were in need of more training and support, but with all the behaviors in the home and staff turn over, "There just hasn't been enough time to get everything done."</p> <p>This federal tag relates to complaint #IN00127356.</p>			
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W000189	<p>483.430(e)(1) STAFF TRAINING PROGRAM The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on observation, record review and interview for 2 of 4 sampled clients (A and B), the facility failed to ensure the staff were trained in regard to client A's and B's BSPs (Behavior Support Plans).</p> <p>Findings include:</p> <p>Observations were conducted at the facility group home on 4/22/13 between 1:30 PM and 2 PM. Upon entering the home, client A was lying in her bed and client B was watching television. At 1:45 PM client A got up out of bed. Client A was a large muscular young woman and for no reason, started yelling profanities and slamming doors. Staff #2 prompted client A to go for a walk. Staff #1 stated, "It's best if we just get her out of the house when she acts like this." After several verbal prompts, client A left the house with staff #2.</p> <p>Observations were conducted at the facility group home on 4/22/13 between 4:30 PM and 6:20 PM. At 4:30 PM client A was in bed taking a nap. At 4:45 PM, upon getting up staff #4 prompted client</p>	W000189	<p>CORRECTION: <i>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently. Specifically, the facility has completed retraining of all direct support staff toward proper implementation of Client A and Client B's current Behavior Support Plans.</i></p> <p>PREVENTION: In addition to regularly scheduled in-service training, the Behavior Therapist will provide documented on-site coaching to direct support staff during the minimum of ten hours weekly the Behavior Therapist spends in the home. The Program Manager –Lead and Quality Assurance Team will review training documentation monthly making recommendations as appropriate. Additionally, supervisory staff and the Behavior Therapist will conduct twice monthly off-site "town hall" Meetings in which staff can air concerns in a neutral setting. These meetings will also provide opportunities for additional training and to gather assessment data for timely</p>	05/29/2013	

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	<p>A to go play sports. This surveyor tried to talk with client A prior to leaving. Client A did not respond to any prompts to communicate. Staff #4 left with client A and did not return during this observation.</p> <p>The facility reportable records were reviewed on 4/22/13 at 2 PM. The reports indicated the following (not all inclusive):</p> <p>A BDDS (Bureau of Developmental Disabilities Services) report of 2/19/13 indicated at 8:30 AM client A was "verbally and physically aggressive towards staff. [Client A] was pacing through the house and was punching staff in the stomach as she walked past them. Staff attempted to block these punches but was unsuccessful at times.... [Client A] then went to her room and began gathering items that she could use to harm others, breaking some of her own property in order to attempt to make something to harm others with. Following [client A's] BSP, staff conducted a room sweep and removed all items that could be used to harm others. [Client A] continued to be physically aggressive towards staff and was in and out of 2 person YSIS [You're Safe I'm Safe] holds for the next couple of hours with staff attempting to release every 5 minutes but was unsuccessful. Each time staff would release the hold [client A] would attempt</p>		<p>revision of behavior supports. Members of the Operations and/or Quality Assurance teams will be present at the town hall meetings monthly for the next 90 days and as needed but no less than quarterly thereafter.</p> <p>RESPONSIBLE PARTIES: Clinical Supervisor, Direct Support Staff, Behavior Therapist, Quality Assurance Team, Operations Team</p>		

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	<p>to hit others and elope so staff would re-initiate the holds...."</p> <p>A BDDS report of 2/27/13 indicated client A woke up at 4:45 AM and was talking with the staff. "Another housemate woke up at 5 AM and [client A] became verbally aggressive towards this housemate. [Client A] was threatening to 'slap the s--- out of her', 'f--- her up', and 'hurt her [client B]'. The housemate was in the kitchen and [client A] headed towards her. Staff blocked all attempts made by [client A] by using YSIS physical redirection as stated in [client A's] BSP, which allowed the housemate to leave the area.... [Client A] proceeded to knock items off the dining room table, knocking over all the chairs and verbally aggressive/threatening staff. [Client A] stated that she was going 'f--- her up', talking about a staff (sic). [Client A] then attempted to go after the housemate again. Staff was able to keep them apart and was offering [client A] coping skills. [Client A] then attempted to kick the med room door down while other staff called the clinical supervisor [the QIDP (Qualified Intellectual Disabilities Professional)]. Clinical supervisor advised staff to call the police since [client A] was not de-escalating and due to there only being 2 staff until more staff arrived. The [name of police] arrived and</p>			

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	<p>[client A] stopped trying to attack staff and housemate but was continuing to be verbally aggressive. Another staff showed up and talked to [client A] 1:1...." The report indicated "Plan to Resolve (Immediate and Longterm)" was "Clinical Supervisor was able to call 1st shift staff in early to help with [client A's] behavior." Interview with the QIDP on 4/24/13 at 1 PM indicated the housemate targeted during this incident was client B.</p> <p>A BDDS report of 3/1/13 indicated at 10:40 AM "[Client A] had been singled out by [client B], [client A's] housemate, behavior since it started at 8 AM. (sic) [Client B] went after [client A] several times.... [Client A] was removed from the house once already due to being the target.... On the way out the back door after [client A] was attacked by [client B], [client A] took her right hand and punched the laundry room door...."</p> <p>A BDDS report of 3/6/13 indicated "When staff walked into the house at 5:30 AM, [client A] and housemate [client B] were in the dining room having a disagreement. [Client B] then picked up a bottle of wipes that 3rd shift had been using to clean and threw them at [client A], hitting her [client A].... [Client B] kept taunting [client A] and instigating her to 'come hurt her.' Staff was able to</p>			

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	escort [client B] to her room. [Client A] continued to pace throughout the house and getting worked up. Staff stayed between [client A] and [client B]. [Client B] became physically aggressive towards staff trying to attack [client A]. [Client A] then charged 3 staff to get to [client B], staff was able to block the several attempts made by [client A] to attack [client B]. [Client A] was able to get her leg through staff blocking and made contact with the left side of [client B's] face. Staff verbally redirected [client A] to her room to calm down. During attempts to block [client A] from attacking [client B], [client A] punched a staff in the face (cheek). Staff contacted clinical supervisor and gave permission for staff to call the cops. Once the cops arrived, [client A] calmed down and was crying. Staff was able to redirect her to the shower to help her calm down and relax. Prior to taking a shower [client A] had stated that she wanted to kill herself and that she was going to kill others. Clinical supervisor discussed with the BC as to what was going on and it was decided to take [client A] to [name of hospital] for a psych evaluation.... Plan to Resolve (immediate and long term). While at [name of hospital], [name of hospital] staff asked [client A] if she knew why she was there. [client A] stated to [name of hospital] staff that she was			

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	<p>there due to physical aggression, property destruction, threatening to kill herself, (sic) and threatening to kill others. [Name of hospital] stated that they did not have any beds available and set up an appointment for [name of outside health care service provider] to come to the house at noon to talk with [client A] and [client B] and to hopefully resolve the problem between the two. [Client A] was discharged and returned to [the group home]. Clinical Supervisor was at [name of hospital] with [client B] when [client A] was threatening but staff informed Clinical Supervisor that [client A] had broken off a piece of a chair or table and was beating on windows, doors, walls, and using it to threaten staff...."</p> <p>A Confidential Witness Statement Form dated 3/6/13 from staff #5 indicated: "I arrived at [name of street of group home] at 6:02 AM on 3/6/13. It had snowed about 4 inches overnight and I saw [client A] outside on the front porch. As I was walking in, [client A] was walking down the street. She got to the end of the yard and [staff #15] coaxed her [client A] back inside. She [client A] appeared very agitated and 3rd shift soon disclosed [client B] had been in [client A's] personal space, [client A] had asked her to move/or leave her alone and [client B] refused. [Client B] had thrown a tub of</p>			

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	[bleach] wipes at [client A]. [Client A] had kicked and/or hit [client B]. [Client B] was in her bedroom doorway sitting on the floor wiping what appeared to be blood on the walls, and softly crying. [Client A] was in the dining room area. I positioned myself in [client B's] doorway, as the other staff [staff #15 and staff #1] attempted to talk to [client A]. [Staff #14] brought gloves to me and she [staff #14] cleaned some of the blood off of the wall. [Client B] crawled to a 'corner' of her room between the bed and recliner and called her mom. They spoke for several minutes [on the computer]. She [client B] turned on her music after that. During this time [client A] is attempting to get into [client B's] room and staff is blocking. About this time [client C] goes into the kitchen for breakfast. She [client C] opens the refrigerator door and looks into it for several long minutes. [Client A] wanted to eat so she said something (I [staff #5] couldn't hear what) to [client C] about getting what she needed and getting out of the way. [Client C] responded by shouting 'Keep my F----- name out of your mouth.' Staff intervened and [client C] sat at the table to eat and [client A] ate at the table/walking around. [Client B] then started to become more aggressive. She attempted to leave her room to 'get [client A]' and staff blocked. She became more aggressive toward staff reaching for [staff			

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	<p>#14's] hair and attempting to bite her. Staff blocked. [Client B] began screaming at [client A] 'You're a b----' and 'You don't have any family.' [Client A] attempted to get into [client B's] room. Staff blocked. On one of these attempts she (client A) threw her arm back to break the hold and hit [staff #15] in the face. She (client A) shoved and pushed [staff #14] into [client B's] dresser. I [staff #5] was blocking [client B] to keep her away from [client A] and put out one arm to keep [client A] from getting any closer to [client B] and the other staff was able to get [client A] out of the room. [Client B] continued to scream '[Client A] is a b---h' and '[Client A's] mom is a b---h' over and over, stating she [client B] would kill [client A] and her family. Somewhere during this time calls were made and the police arrived around 7 am, perhaps as late as 7:30 am, [client B] was transported to [name of hospital] in non-emergency ambulance. [Client B] stated, while in emergency room that [client A] had kicked her mouth, upper lip under nose (pointed) but she had previously been bleeding. She told me she had not picked it but would not answer if she had bit it herself. This was about 8:45 am."</p> <p>A Confidential Witness Statement Form dated 3/6/13 at 6 AM from staff #1 indicated: "As I walked in the house this</p>						

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	<p>morning [client B] and [client A] were both in the middle of having behaviors. [Client A] was yelling towards [client B] making threats and trying to get to her to hit her. [Client B] was sitting in bedroom floor yelling 'f-- you' to [client A] and telling her to come hit her. [Client A] continued to be agitated and attempting to attack [client B]. [Client B] was seen wiping blood on her bedroom wall from biting her lip. This went on for about an hour...".</p> <p>A BDDS report of 3/8/13 at 6:30 AM indicated client A "started a behavior for reasons unknown to staff. Staff removed all other individuals in the house into the med room as [client A] was beginning to throw chairs, turn tables, throw board games, busting open the remote controls, and threatening to harm staff. [Client A] then went into the kitchen to look for sharps (knives, forks etc.) and when she realized that staff had locked them up she went back to throwing chairs and disassembled 2 of the table chair legs and began to attempt to hit staff with them." The QIDP was called and came to the group home to talk with client A. Client A calmed for "awhile but became agitated when a staff mentioned their wrist hurt." Client A went into the kitchen and got a metal spatula, disassembled it to get the metal and continued to attempt to harm</p>			

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	<p>staff.... Following her BSP, BC (Behavior Consultant) initiated a 1 person YSIS standing hold. [Client A] broke free of this hold and continued to taunt staff, chasing after them.... She managed to get a cookie cutter and made it into a weapon. [Client A] attempted to attack staff and threaten them with this weapon. When she was unsuccessful she began carving into the walls, among other property destruction. [Client A] was not calming down, only escalating and continuing to threaten staff with her weapon so BC gave permission to call the police. When police arrived [client A] was checked for weapons and was put in handcuffs, then transported to the [name of hospital] for a psych eval."</p> <p>A BDDS report of 3/13/13 indicated at 2:40 PM, "Upon returning from the grocery store [client A] became agitated and was making threats towards 2nd shift. Staff suggested that [client A] play her video game.... She refused and got a hold of the control stick for the blinds and began poking staff with it. When asked to stop and put it away [client A] began breaking it stating that it would make a good shank [weapon]. She stated that she was going to stab a staff.... [Client A] then went into the kitchen where [client B], her housemate, was standing and shouted for her to move out of her way.</p>			

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	<p>When [client B] did not respond to her, she moved towards the refrigerator and threw a piece of the control stick at [client B]. [Client B] then shouted at [client A] and [client A] hit [client B] in the face and her [client B's] head hit the refrigerator door, [client B's] glasses [eyeglasses] fell to the floor. As staff intervened one was hit in the process and [client A] attempted to kick and hit [client B] again. Staff was again pushed, kicked, and hit.... Staff then closed the door [kitchen door] to keep [client B] safe.... [Client A] then attempted to climb through the kitchen cut out window to get to [client B].... staff initiated a 2 person YSIS hold. The third staff then walked with [client B] to her room...." The 2nd shift staff arrived. Client A's behaviors continued and escalated. The staff called the BC and the staff called [name of crisis center] hotline and the police were called. "Plan to Resolve: [Client A] was place (sic) under arrest for assault and resisting law enforcement." Client A was admitted to the hospital for treatment.</p> <p>The 3/13/13 1:40 PM Confidential Witness Statement Form from staff #1 indicated: "...[client A] hit [client B] with a piece of the blind then [client B] in return kicked [client A] then proceeded into the kitchen and stood in front of fridge. [Client A] came after [client B] to</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>hit her.... [Client A] managed to get in between staff and punched [client B] in the head. [Client A] was redirected out of the kitchen and [client A] was checked out....".</p> <p>The 3/13/13 2 PM Confidential Witness Statement Form from staff #18 indicated: "When I arrived at 1:55 PM [client A] was in a behavior damaging property she [client A] was hitting staff with her belts she [client A] then went into bathroom came out with metal roll threw at staff she [client A] then threw hygiene tote at [staff #8] she [client A] tried getting in [client B's] room I [staff #18] pulled her back she then came at me Punching me in the head we then put her in hold on floor to prevent further injuries(sic). "</p> <p>A 3/13/13 Incident Follow Up Report for the BDDS report of 2/19/13 indicated "There is now a plan in place that when [client A] starts to get agitated and pacing throughout the house, staff are to immediately call the [name of] Crisis line and a [name of] therapist will come to the house and attempt to calm [client A] and help her utilize her coping skills."</p> <p>The BDDS report of 3/26/13 indicated at 4:15 AM "[Client B] was sitting at the kitchen table with 2 staff and [client A]. [Client B] opened up [client A's] book</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>and began pulling at the pages. Staff prompted [client B] to stop and [client B] then grabbed another book. Staff attempted to verbally redirect [client B] to the living room but was unsuccessful. [Client B] then kicked a chair at [client A] twice and went towards the individual. Staff initiated a standing 1 person YSIS hold, per BSP. [Client B] then became physically aggressive towards staff so a 2 person YSIS hold, one staff standing on each side of her [client B], was initiated per BSP. [Client B] then dropped to the floor and scratched staff. [Client B] then attempted to remove her helmet but was gently blocked by staff to prevent self injurious behaviors. [Client B] then was screaming, kicking and tried hitting staff in the head while in a 2 person YSIS hold. [Client B] was in and out of holds from 4:20 AM to 6:10 AM with staff attempting to release but was unsuccessful. During the times [client B] was released from the holds staff used gentle blocking to prevent [client B] from hurting herself and others. [Client B] was then redirected to her bedroom where she continued to escalate. [Client B] attempted to elope out her bedroom window and lick the electrical outlets. Staff called the Clinical Supervisor and BC.... Clinical supervisor arrived on site and was able to talk to [client B] and help calm down. Plan to Resolve: ...[Client</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
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	<p>B's] housemate [client A], admitted to kicking [client B] in the head, stomach, and stomping on [client B's] hand. [Client B] stated she was not injured and was not hurting anywhere due to this...."</p> <p>The 3/26/13 6:30 AM Confidential Witness Statement Form indicated "[Client A] began pacing around [client B] taunting her and calling her a b----, and that she was going to totally f--- her up. [Client A] then began kicking [client B's] helmet, and the side of her head. Staff pleaded with her [client A] to please not kick [client B] again. [Client A] ignored staff and kicked [client B] a few more times."</p> <p>The BDDS report of 4/7/13 indicated at 6:30 PM [Client A] was fixing a snack in the kitchen when a housemate [client B] was trying to get into a drawer in the kitchen. [Client A] was standing in front of the drawer and [client A] was yelling at [client B] telling her to say "Excuse me!." When [client B] refused, they both started to yell at each other and [client B] then went to [client B's] bedroom. [Client A] followed client B into her room and started to yell at [client B] and started punching and kicking her. Staff attempted to block [client A] from hitting and kicking [client B] and attempted to verbally redirect her out of the room. Staff</p>				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>was able to verbally redirect her out of the room when [client A] went out and got a butter knife out of the kitchen and came back to try to stab [client B] with the butter knife. Staff blocked [client A] from getting close to stabbing anyone and [client A] was redirected again out of [client B's] room. [Client A] then went out the front door and was threatening to run away. Staff talked with her and attempted to calm her, but she then came back into the house and went into the kitchen and got another butter knife out of the dishwasher and staff was able to get the knife away from [client A]. [Client A] again ran back to [client B's] room, pushed through two of the staff that was (sic) in the doorway and attempted to punch [client B]. Staff again attempted to block and redirect [client A] out of [client B's] room, but [client A] continued to escalate and would go out of [client B's] room and then attempt to return again. The staff then blocked [client A's] attempts at getting into [client B's] room. [Client A] went outside several times and the staff followed and attempted to de-escalate her, but she continued to attempt to punch and kick [client B]. [Client A] threatened to kill [client B] and the staff each time that she attempted to get into her [client B's] room. [Client A] finally calmed and went to the store with staff to de-escalate and then came back</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
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	<p>home and went to bed." The report indicated clients A and B were not injured, although a staff was injured when client A pushed her way into client B's bedroom to get to client B.</p> <p>The 4/7/13 investigative Final Report indicated "[Client A] admitted that she (client A) hit and kicked [client B] and later attempted to stab [client B] because she did not say excuse me."</p> <p>The BDDS report dated 4/8/13 indicated at 6:55 AM, "[Client A] became agitated and began throwing books, knocked over a table and was throwing chairs. [Client A] then proceeded to enter another housemates [client B's] bedroom and attempted to hit [client B].... [Client A] continued with property destruction and attempted to enter [client B's] room again.... Staff then moved all the other housemates into the med room for their safety because of [client A] being aggressive and it was unsafe for them to be in the rest of the house. [Client A] then went to the back office and took a lighter from a staff's purse and took it into her room and threatened to burn down the house. Staff called police because they could no longer ensure [client A] and her housemate's safety. When police arrived, [client A] calmed and denied any intentions to harm staff or others."</p>				

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>The BDDS report dated 4/11/13 at 2:30 AM indicated client B had overhead the staff talking about fire drills. Client B pulled the fire alarm. Client A told client B to "Shut her d--- mouth." Client B said, "Go to h---!" Clients A and B began to argue back and forth and client B ran to the Clinical Supervisor's office and locked herself in the room. Staff unlocked the door and redirected client B to her bedroom. Client B laid down on the floor and began "hitting, kicking, biting, throwing shoes and her helmet at the staff." Client A then came up to client B's door where client B was laying and "kicked [client B] in the side of the head" before the staff could stop her. The report indicated client B obtained a 2 centimeter blue bruise to the right side of her head from being kicked by client A. The report indicated the nurse was notified and the staff were instructed for client B to be taken to urgent care to be checked out, but client B refused to go.</p> <p>The 3/26/13 Confidential Witness Statement Forms indicated staff observed client A kick client B in the side of the head while client B was in a YSIS hold.</p> <p>The BDDS report of 4/15/13 at 4 PM indicated client A called client B a "retarded b---h." Staff assisted client B to</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>the med room and client A "got up and threw [client B's] rocking chair breaking one of the legs. Before staff could get the med room door shut [client A] pushed it open and attempted to kick [client B]. Staff surrounded [client B] to block all attempts made by [client A]. [Client A] then grabbed the calendar off the desk and threw it. She also grabbed a binder and an ink pen and threw the binder at the wall causing it to break. She took parts of the binder and attempted to stab/jab [client B] with it, which staff was able to block. When staff asked for the ink pen, [client A] broke it in half and attempted to attack [client B] with it. When staff was blocking these attempts [client A] grabbed one of staff's walkie talkies and threw it on the ground, causing it to break. [Client A] threw the rolling chair that was in the med room and stomped on it, staff removed the chair immediately. [Name of case manager of an outside services] entered the home at this time with 2 of the other housemates.... As [client A] walked through the dining room she began throwing chairs and finally went out the back door. She then began throwing recreational activities that is (sic) there for the girls over the fence into the neighbors back yard. [Client A] then pulled the shepherd hook out of the ground that we hang the bird feeder on and entered the home, hitting the med</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>room door with it. Staff was able to talk her into putting it back outside. At this time [name of outside services] made the call to call the police. When the [name of police agency] pulled up [client A] called her mother and told her mother that [name of outside services] was trying to send her to [name of hospital] or to jail, which was not the case. Staff spoke with [client A's] mother on the phone. During this phone conversation [client A's] mother asked staff if they [the police officer] were white. When staff answered yes she said that we were discriminating against her daughter because she was black and that she [client A's mother] was on her way to come and get her [client A]. She then told staff that she was getting her people together and threatened to harm staff... Before leaving the house with [client A], as they [client A and her mother] were walking past [client B], [client A's] mother stated 'that b---h (pointing at [client B]) better not hit you!'</p> <p>Client A's record was reviewed on 4/23/13 at 2 PM. Client A's record indicated client A was admitted to the group home on 2/15/13.</p> <p>Client A's BSP of 2/13/13 (revised 4/12/13) indicated client A had a history of arguing, yelling at others, cursing, verbal threats of physical harm,</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>antagonizing peers, intimidation, throwing objects at others, hitting others, kicking others, pushing others, hitting objects, kicking objects, knocking over chairs, flipping over couches, invading others space, hitting windows and doors, breaking doors, breaking phones, refusing medication...."</p> <p>Client A's BSP indicated client A had targeted behaviors of:</p> <p>__ "Physical Aggression: Any time [client A] attempts to strike, spit, grab, kick, bite, punch, push, scratch, throw objects, kick objects, knock over objects, dump over objects. Anytime [client A] takes an object, brandishes it as a weapon and threatens to use it to harm others. Any time [client A's] physical behavior results in any injury to herself."</p> <p>__ "Verbal aggression: Any time [client A] engages in shouting and screaming at peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others."</p> <p>__ "Property Disruption/Destruction: Any time [client A] hits on the walls or windows, pushes/flips furniture, clears tables, knocks over trash cans, defaces objects by writing/carving/scratching words into them, slams doors and throws objects that make an audible sound loud enough to be heard in the next room. Any time, she takes peers' personal belongings</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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--------------------	--	---------------	---	----------------------

	<p>from their room or person without permission." __ "Leaving assigned Areas: any time [client A] leaves an assigned area including areas in the home... without staff acknowledgement. This includes climbing out her alarmed window as well as walking out of the house to the front yard, the back yard, the garage or the north field without staff acknowledgement as well as entering housemates' bedrooms without permission." __ "Non-compliance..."</p> <p>Client A's BSP indicated precursor behaviors of sighing really loudly, saying "Oh my God," pacing, stomping through house, loud voices, refusing medication and programming. "In addition, the following antecedents have also been identified as events which are likely to occur before and/or cause a targeted behavior, being awakened by someone else having a behavior, noise in the environment and/or large groups of people, hearing others talk about her mother/family, being touched by others, being told no, perception that she is being stared at/looked at, a change in her schedule/adapting to change, having to wait to contact her family and/or delay in seeing her family when she wants."</p>			
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>The BSP indicated "STAFF ACTIONS: Any time [client A] engages in the above target behaviors and/or precursor behavior staff will do the following:"</p> <p>__ "Immediately ensure that there is nothing in the immediate environment that [client A] can use to harm herself and others. This includes but is not limited to any sharp, edged or pointed objects such as pens, pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p> <p>__ "Immediately conduct a visual room sweep and remove any items [client A] could potentially use to harm herself and move the items to the garage. This includes but is not limited to any sharp, edged or pointed objects such as pens, pencils, clothes hangers, silverware, nails or screws that in their original shape or when broken could be used by [client A] to jab or stick or scrape or carve herself or others or objects. This also includes but is not limited to any rope-like objects that can be swung to hit others such as belts, ropes, shoe strings, pants strings, curtain cords, straps, headphones."</p>						

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--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

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	<p>__ "Notify the Clinical Supervisor/QMRP (Qualified Mental Retardation Professional) and the Rescare Behaviorist. The Clinical Supervisor/QMRP and Behaviorist will notify the team that the safety protocol will be implemented."</p> <p>__ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT (Interdisciplinary Team) will discuss the continued need for 2 hour intervals until the team feels [client A] no longer poses a threat to herself or others relative to her demonstration of precursor/target behaviors during that time."</p> <p>__ "Modified Enhanced Supervision (MES): When needed [client A] will be put on MES. This is when [client A] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on enhanced supervision (see below) and not able to enter the community. This MES will be evaluated every 4 hours by the IDT."</p> <p>__ "Enhanced Supervision: After moving from MES, [client A] will have enhanced supervision (as defined as [client A] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if [client A] attempts to harm self or others). If [client A] attempts to go to a room by herself (bedroom) staff will verbally remind her that staff must stay with her to keep her safe. Staff will follow</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>[client A], be in the same room with her and will be positioned close enough to physically intervene using Your Safe I am Safe (YSIS) and maintain line of sight if she attempts to harm herself or others. This includes every room she enters. During overnight when [client A] is asleep in her room, staff will be positioned at [client A's] doorway. Whenever [client A] is in a room sitting down or laying down, staff will position themselves as close to [client A] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client A] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client A] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client - A]. Staff will walk behind [client A] and to one side, the side closest to the nearest hard surface or to others and close enough to physically intervene if she attempts to harm herself or others. Whenever [client A] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items."</p> <p>__ "During enhanced supervision [client A] will not have any access to:</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
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	<p>Community.... Items that she could use to harm herself or others, to include sharps and other potentially dangerous items throughout the house. To prevent harm and protect [client A] these items will be secured during enhanced supervision. When [client A] is calm (off of enhanced supervision) items will be unsecured for [client A] to access...."</p> <p>__ "[Client A] will have enhanced supervision (as defined as [client A] in the same room as staff, in the staff's line of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client A] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p> <p>Client A's BSP indicated reactive procedure for physical aggression and/or property destruction:</p> <p>__ "Do not overreact; try to maintain a calm and emotionless demeanor."</p> <p>__ "If [client A] slams a door, one staff will verbally prompt and attempt to engage [client A] in a preferred activity and a second staff will open the door. If [client A] notices and asks why the door is open, staff will explain to [client A]</p>						

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>that [client A] is working on an activity at the moment and they can talk about why the door is to remain open later." __ "Immediately ensure the health and safety of everybody in the immediate area by having individuals move to another area of the home. Immediately scan the room for items that can be used as a potential weapon against [client A] or others. If there are items in the immediate area that [client A] could use as weapons remove the items from the area." __ "[Client A] does not like to be touched unless she has initiated the action and doing so will likely cause a behavior or exacerbate one already in progress. Staff will follow least restrictive interventions and protect [client A] and others from harm." __ "If the behavior persists and [client A] is placing herself or others at risk of harm, verbally remind [client A] that she is placing herself and others at risk of harm and you will have to touch her to hold/move her if she cannot calm/move herself. If [client A] persists, staff will first implement You're Safe I'm Safe personal safety techniques...."</p> <p>Client A's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare... and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted per the BSP. Clinical Supervisor/QMRP and Behaviorist are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>__ Client A's behavior data records indicated client A had 59 episodes of physical aggression and/or property destruction in 51 days. The records indicated 34 of those behaviors on 1st shift (6 AM - 2 PM), 18 on 2nd shift (2 PM - 10 PM) and 7 on 3rd shift (10 PM - 6 AM).</p> <p>Client A's IDT (Interdisciplinary Team) meeting notes indicated 2 IDT notes since client A's admission to the group home on 2/15/13. The IDT note of 2/17/13 indicated the team met to address the replacement of client A's wooden bedroom door with "a covering" to be hung over client A's doorway with velcro. The IDT note of 4/16/13 indicated "The team met today per [name of client A's mother/ HCR (Health Care Representative) request. [Client A's] mother was concerned that [street name of facility] staff showed favoritism when</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	dealing with [client A's] behavior VS. her housemates behaviors. CS [name of CS] and Behaviorist [name of Behaviorist] explained to [client A's] mother that the escalation of [client A's] behavior escalates to the point that [client A] becomes a threat to herself or others that police intervention is necessary. [Client A's] mother is not happy with [name of outside behavior services] and would like to pursue other options. [Client A's] mother feels that the writing pens that are used as weapons by [client A] should be locked up at all times. The team discussed purchasing pens that are softer and could not be used as a weapon, but that ultimately [client A] needed to adapt and not have items locked up due to the environment she is in. [Client A's mother] expressed her concern about [client A] coming home to visit during the week. She stated that her and her ex-husband were in agreement that home visits should occur on the weekend as a reward for good behavior. [Client A] stated she doesn't like living at the group home, but was willing to work on getting along with her housemate.... The team discussed open lines of communication and it was agreed that all incident reports and reportables will be emailed to [client A's mother]. Additionally the CS will call [client A's mother] and report the incident. [Client A's mother] is also			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>welcome to call any member of the team.... [Client A's mother] also suggested that if [client A] displays property destruction of any doors that [client A's] door is to be removed from her room and replaced with the door she damaged."</p> <p>Client B's record was reviewed on 4/24/13 at 1 PM.</p> <p>Client B's BSP of 4/17/12 (revised 12/20/12) indicated client B had a "history of self-injurious behaviors; physical aggression; verbal aggression; and elopement. These behaviors include: yelling and screaming until she loses her voice; crying with no tears; cussing; hitting; kicking; biting; spitting; scratching; banging her head; urinating and defecating on self; wiping mucous or body fluids (saliva, vaginal fluids, blood) on others; taking her clothes off, exposing herself (breasts and genitals); touching her genitals and then touching others; chewing paper; making herself gag; wrapping helmet strap across neck; throwing helmet; refusing to keep helmet on; pinching herself; crawling through house; refusing medication; sitting in driveway; sitting in road; refusing to wear seat belt in van; eating with her fingers instead of utensils; refusing to attend day service."</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>Client B's BSP indicated targeted behaviors of:</p> <p>___ "Self-injurious behaviors: Any time [client B] engages in head banging, touching hot items, biting self, throwing herself against doors or walls, attempting to cut herself, attempting to ingest non-edible materials and/or objects, attempting to gag herself, wrapping objects around her neck (purse strap, helmet strap), crawling through the house. Any time she sits down in parking lots either in front of or in back of vehicles when she believes are going to move or sits in the driveway or in the road or refuses to wear a seat belt in the van."</p> <p>___ "Physical Aggression: Any time [client B] attempts to strike, spit, grab, kick, bite, pinch, scratch, throw objects, throw cups of liquid or plates or cooking pots containing food, wipe body fluids on others or surfaces; touching her genitals and then trying to touch others."</p> <p>___ "Verbal aggression: Any time [client B] engages in shouting and screaming at peers and/or staff to include insults, vulgar comments, obscenities, demeaning comments and threats to harm others."</p> <p>___ "Running/wandering away: Any time [client B] attempts to leave the area and go away from staff at home or while in</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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	<p>the community." ___ "Non-compliance to medications" ___ "False allegations of abuse/neglect" ___ "Respecting others personal space: Any time [client B] gets within/invades a person's personal space, as defined by the length of the person's outstretched arm, who is being approached." The BSP indicated client B's Precursor Behaviors were: ___ "Dropping her head and closing her eyes: any time she places her chin on her chest while she is being withdrawn (not talking to others, making eye contact or participating for at least 10 minutes-excludes when she is asleep-or is participating in an activity that by default includes being quiet e.g. watching a movie, reading, etc.)" ___ "Crying loudly: any time she is crying loudly and yelling loudly 'mommy' while in her room, crying and yelling 'leave me alone' while in any room of the home and in the community settings." ___ "Sitting on the floor; any time she sits on the floor, slides down the wall to the floor, throws herself to the floor or crawls across the floor; this excludes activities which sitting in the floor is appropriate and acceptable." ___ "Removing her helmet: any time she [client B] tries to take her helmet off outside of doctor's orders for wear."</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>___ "Undressing: any time [client B] attempts to remove her clothes in an inappropriate setting."</p> <p>___ "Elopement: any time [client B] attempts to leave the house/property without staff supervision."</p> <p>___ "Refusing to take Medication:....."</p> <p>The BSP indicated "STAFF ACTIONS: Any time she [client B] engages in the above target behaviors and/or precursor behavior staff will do the following:</p> <p>___ "Immediately ensure that there is nothing in the immediate environment that [client B] can use to harm herself and others...."</p> <p>___ "Immediately conduct a visual room sweep and remove any items [client B] could potentially use to harm herself and move the items to the garage."</p> <p>___ "Safety Protocol will be in effect for a minimum of 2 hours and the IDT will discuss the continued need for 2 hour intervals until the team feels she [client B] no longer poses a threat to herself or others relative to her demonstration of precursor/target behaviors during that time."</p> <p>___ "Modified Enhanced Supervision: When needed [client B] will be put on MES. This is when [client B] needs the support of enhanced supervision and is potentially a threat to her or others in the community. This means that she is on</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>enhanced supervision (see below) and not able to enter the community. This MES will be evaluated every 4 hours by the IDT."</p> <p>__ "After moving from MES, [client B] will have enhanced supervision (as defined as [client B] is in the same room as staff, in staff's line of sight and staff will be close enough to intervene if she [client B] attempts to harm self or others). If [client B] attempts to go a room by herself (bedroom) staff will verbally tell her that she [client B] has to stay with them. If she continues staff will physically block her [client B] from entering the room. Staff will be in the same room with [client B] and will be positioned close enough to physically intervene using You're Safe I am Safe (YSIS) and within the staffs line of sight if she attempts to harm herself or others. This includes every room she enters. This includes every room she enters, as well as in her room overnight while she is asleep. In order to protect [client B] during hours of sleep, [client B] may sleep on the couch in the living room where staff may more directly respond to her behavior and limit her access to times that she could use to harm herself. Sheets, pillows, blankets will be available as they can be used safely by [client B]. Whenever [client B] is in a room sitting down or laying down, staff</p>				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>will position themselves as close to [client B] as possible while remaining in between her and the nearest hard surface. Another staff will conduct a visual room sweep and all items that [client B] could potentially use to harm herself or others will be removed from her room. Staff will position themselves between [client B] and the nearest hard surface (walls, hard tables etc) while maintaining a line of sight with [client B]. Staff will walk behind [client B] and to one side, the side closest to the nearest hard surface or to others and close enough to physically intervene if she attempts to harm herself or others. Whenever [client B] walks into another room, the staff will scan the room for any possible items that she may use to harm her and discreetly inform other staff to remove the items...."</p> <p>__ "[Client B] will have enhanced supervision (as defined as [client B] in the same room as staff, in the staff's line of sight and staff will be close enough to intervene if she attempts to harm self or others) when: anyone of her peers is engaged in behaviors in the home or community, which requires staff and/or emergency personnel intervention. [Client B] is to remain with assigned staff person until peer behavior has passed and situation has been brought under control."</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>Client B's BSP indicated reactive procedures:</p> <p>___ "Do not overreact; try to maintain a calm and emotionless demeanor."</p> <p>___ "Immediately ensure the health and safety of everybody in the immediate area. Immediately scan the room for items that can be used as a potential weapon against herself [client B] or others. If there are items in the immediate area that could be used as weapons that she [client B] could use, in a subtle manner try to remove the items from the area."</p> <p>___ "In a firm and polite voice ask her [client B] to stop the behavior, and redirect her to a quieter area away from others, either outside (back patio) or to her room. Encourage her [client B] to use calming strategies (deep breathing, focusing on the positives in her life, etc.)."</p> <p>___ "If the behavior persists and she [client B] is placing herself or others in immediate danger by biting and/or spitting, implement universal precautions and apply a face shield to [client B's] face to block her ability to spit and/or bite herself or others."</p> <p>"If the behavior persists and she [client B] is placing herself or others in immediate danger implement You're Safe I'm Safe...."</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>Client B's BSP indicated "911 Emergency System may 'ONLY' be used when" individual behaviors jeopardize the safety and well-being of the individual, peers, community members, staff or others in the immediate environment and 'ONLY' when all ResCare/Adept and Human Rights Committee approved de-escalation and redirection techniques have been utilized and exhausted. QMRP and BC are to be notified 'IMMEDIATELY' once the call is placed...."</p> <p>Review of the facility required training sign in sheets for 2012/2013 on 4/29/13 at 10 AM indicated: __The Sign in sheet of 4/17/13 indicated the topic as "Updated BSP" for client A. The sign in sheet did not indicate staff #2, #7, #10, #11, #12, #15 and #17 were provided training on client A's updated BSP. __The Sign in sheet of 12/11/12 indicated the topic as BSP and ISP (Individual Support Plan) for client B. The sign in sheet did not indicate staff #2, #3, #4, #7, #8, #9, #10, #12, #13, and #17 were provided training on client B's program plans.</p> <p>During interview with client C on 4/22/13 at 5:15 PM, client C stated she was "legally blind," could see colors,</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 04/29/2013	
NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT				STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>shapes and forms and used a walking stick while ambulating. Client C indicated she was moving to less restrictive group home on 5/10/13 and was looking forward to the move. Client C stated since client A moved into the home, the home was "kinda crazy" but "I'm not afraid of them [clients A and B]." Client C stated client A was intimidating, "the way she acts." Client C stated, "I just get out of her way." Client C indicated when client A had behaviors client C would stay in her room or the staff would take her to the medication room until client A was out of the home and/or calmed down.</p> <p>During interview with client B on 4/22/13 at 5:45 PM, client B stated "I don't like her [client A]. We don't get along." Client B stated, "We [clients A and B] had a falling out." Client B stated she was not afraid of client A, but "She tries to intimidate me." Client B stated, "I have lost 2 of my favorite staff because of her [client A]." Client B stated, "She's smarter than me, she goes to school and knows math and science and all that stuff and I don't." Client B indicated client A has kicked her in the head and the abdomen. Client B stated sometimes "I start it."</p> <p>Confidential Interview (CI) #1 indicated</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>client A targeted client B. CI #1 stated 4 staff worked 1st shift (6 AM - 10 PM), 4 staff worked 2nd shift (2 PM - 10 PM) and 2 staff worked 3rd shift (10 PM - 6 AM). CI #1 indicated when client A begins to exhibit target behaviors, the staff would try to separate clients A and B to the point of removing one of them from the home. When asked how that was possible for the night shift staff to escort one of the clients from the home with only 2 staff working, CI #1 stated, "It's not." CI #1 stated since client A's arrival, several staff had quit and "sometimes 4 is not enough on 1st or 2nd shift and definitely 2 is not enough for 3rd shift." CI #1 stated client A had difficulty sleeping at night and would "often be up during the night."</p> <p>CI #2 indicated client A targeted client B. CI #2 stated client A was "intimidating" toward the staff and clients B, C and D. CI #2 indicated client B sometimes would "taunt" client A into behaviors and the staff would "try to" separate them by removing one or both of them from the home "weather" and/or "adequate staffing" permitted. CI #2 stated, "I try not to show fear, but it's really hard at times." CI #2 stated 2 staff for the night shift was "ok as long as everyone sleeps and there's no behaviors."</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

	<p>CI #3 stated the staff were told to say "everything is ok" when they were asked questions by the surveyor. CI #3 stated she was afraid for the staff, "I think everyone in the house is afraid of her [client A]." "She is going to really hurt one of us." When asked about the clients, CI #3 stated client B "stands up to her [client A]" and clients C and D "pretty much try to stay out of her way." CI #3 stated "I think they [clients B, C and D] are intimidated by her [client A]." CI #3 stated, "I know the staff are afraid of her [client A], they are just afraid of losing their jobs if they say anything." CI #3 stated "They showed us a couple of holds but I didn't sign up for this." CI #3 indicated the staff needed more training in regard to client A's behaviors, how to react and how to keep everyone safe. CI #3 indicated the staff were instructed to keep client A out of the house while the surveyor was in the home "that way you wouldn't see what all was going on." CI #3 stated she knew of at least 1 "if not more" incidents when the 3rd shift had to wake clients C and D and take them to the med room for their safety due to clients A and B having an altercation. CI #3 stated "at least twice" client B was kicked in the head because "there wasn't enough staff to keep it from happening." CI #3 stated, "She [client A] just completely terrorizes the house." CI #3</p>			
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G807	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/29/2013
--	---	--	---

NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT	STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330
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	<p>stated, "We are told to let her [client A] do whatever she wants to do to keep her from going off."</p> <p>CI #4 stated, "I haven't been trained like I should be. I was told that if she [client A] gets out of hand, we are supposed to call [name of outside services], the CS and the police if they tell us to. And then we call 911 if we have to." CI #4 stated, "I haven't been trained specifically the right way to go about some things." CI #4 indicated the need for more training in dealing with aggressive behaviors, the clients' BSPs and the policies. CI #4 stated, "There just hasn't been enough time, I feel like I just got thrown into it and it was sink or swim."</p> <p>CI #5 stated, "I think most of the staff are uncomfortable with [client A]." CI #5 indicated since client A's admission to the group home client A had "tried to stab [client B] and some of the staff with a butter knife," "punch [client B] in the head," and had injured 2 of the staff. CI #5 indicated client B had obtained bruises on her face and knee because of client A's behaviors. CI #5 indicated client A has threatened to kill everyone and herself and if the staff showed fear, client A would target that staff even more. CI #5 stated client A "calls herself the Hulk" and tries to intimidate</p>			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES ADEPT			STREET ADDRESS, CITY, STATE, ZIP CODE 213 W WATER ST CENTERVILLE, IN 47330		
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	<p>everyone "including [clients B, C and D]." CI #5 stated client B "stands up to her [client A] and [clients C and D] just try to stay out of her [client A's] way." CI #5 indicated she received training in regard to the YSIS holds and the clients' BSPs, but "It wasn't enough for what is going on in that home." CI #5 stated the staff were told how to respond to survey questions and were told to say everything was going fine, "when it's not." CI #5 stated, "I'm afraid she is seriously going to hurt one of us [the staff] before it's over with."</p> <p>CI #6 stated, "We don't have the staff and we weren't trained to take care of someone like [client A]. She needs to be somewhere else where they have the staff or give us more help."</p> <p>Interview with the QIDP (Qualified Intellectual Disabilities Professional/QMRP/CS) on 4/24/13 at 2:30 PM indicated client A was admitted to the facility on 2/15/13. Since client A's admission to the facility, the QIDP stated, "[Client A] targets [client B]." The QIDP stated clients A and B did not get along and "both [client A] and [client B] egg each other on." The QIDP stated clients A and B were not on 1 to 1 supervision and/or special precautions "because it just agitates them that much</p>				

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	<p>more. It's in [client B's] plan that she is to be within eyesight of the staff at all times." The QIDP indicated whenever client A displayed target and/or precursor behaviors client A was placed on MES which meant client A was not allowed access to the community and was to be within eyesight of the staff at all times and the staff were to maintain a distance from client A of one arms length to one and a half arms length. The QIDP indicated the staff were also to remove anything client A could use as a weapon. The QIDP stated the staff were to "try and get everyone else out of the way" in regard to clients B, C and D and were to follow client A's and B's BSPs. The QIDP stated the staff would "often" take clients A and/or B out of the house for a walk, a drive or into the back yard just to separate clients A and B to ensure both clients' safety. The QIDP stated client B has not had any "serious injuries" due to client A's behaviors. The QIDP indicated client B had 2 incidents of having to go to the hospital due to altercations between clients A and B, both times after client A kicked client B in the head and staff were not able to prevent client A from kicking client B. The QIDP indicated 4 staff had quit and 1 had been terminated since client A's admission in February. The QIDP stated she has had to call in staff to assist the night shift "on a</p>			

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	<p>couple of occasions." When asked how much assistance that was to the night shift staff when the behaviors are happening at 2 AM and there are 2 staff, the QIDP stated, "I know, not much help after the fact." The QIDP indicated one of the staff lived right around the corner and the night shift could call her if needed for extra help. When asked if that was part of client A's and/or B's BSPs and part of the staffing schedule for the group home, the QIDP stated, "No." The QIDP indicated the IDT had not met to address how the facility was going to ensure client B's safety in regard to client A's behaviors of targeting client B and/or client A's and B's continued altercations and threatening behaviors toward each other.</p> <p>Interview with the QIDP on 4/29/13 at 10 AM indicated the staff were trained in orientation on basic holds of YSIS. The QIDP provided the training sign in sheets for the staff in regard to client A's and B's BSPs. The QIDP indicated if the staff were trained, their names would be on the sign in sheets. The QIDP stated, "I try to give the new staff a good idea of what to expect, but sometimes you just can't put into words what happens here." The QIDP indicated staff were in need of more training and support, but with all the behaviors in the home and staff turn</p>						

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	<p>over, "There just hasn't been enough time to get everything done."</p> <p>This federal tag relates to complaint #IN00127356.</p> <p>9-3-3(a)</p>				