

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G304	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 03/02/2016
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NAME OF PROVIDER OR SUPPLIER TRANSITIONAL SERVICES SUB LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 4812 W SR 45 BLOOMINGTON, IN 47401
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W 0000 Bldg. 00	<p>This visit was for an investigation of complaint #IN00191789.</p> <p>Complaint #IN00191789: Substantiated. Federal/state deficiencies related to the allegation are cited at W104, W149, W153, W157 and W189.</p> <p>Unrelated deficiency cited.</p> <p>Dates of Survey: February 29, March 1 and 2, 2016</p> <p>Facility number: 000823 Provider number: 15G304 AIM number: 100249090</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 3/8/16.</p>	W 0000		
W 0104 Bldg. 00	<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, record review and interview for 8 of 8 clients living in the group home (A, B, C, D, E, F, G and H),</p>	W 0104	Procedure for addressing recurring issue with bed bugs is being developed and will be	04/01/2016

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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	<p>the facility's governing body failed to exercise operating direction over the facility by failing to develop and implement a policy to address recurring issues with bed bugs at the group home.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>On 10/23/15 at 8:00 AM, the 10/24/15 BDDS incident reports for clients A, B, C, D, E, G and H (client F was admitted to the group home on 2/12/16) indicated, in part, "[Area Director] contacted [Program Director] to report that he had received a call on 10/23 from [name of group home] that they may have found a bed bug. [Area Director] contacted [name of pest control company] to come and check the home. [Pest control company] came to the home on 10/23 and confirmed that bed bugs were found in one of the bedrooms of the home. [Pest control company] is scheduled to come and treat the entire home on 10/28."</p> <p>On 2/29/16 at 1:45 PM, a review of receipts from the pest control company to address bed bugs was conducted. A</p>		<p>trained on with staff and management team by 4/1/2016. Responsible Party: Area Director, Program Director, and Program Coordinator.</p>				

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	<p>receipt indicated on 10/28/15 and 10/30/15, the facility was charged \$3850.00 for "Bed Bug Service." On 2/4/16, the facility was charged \$1600.00 for "Bed Bug Service." On 2/18/16, the group home had a follow up treatment for bed bugs. The 2/18/16 receipt indicated, "No activity reported. Preventative treatment rendered for target pests... Bed bugs." A 2/24/16 receipt indicated three vans were treated for bed bugs. The receipt indicated, "Inspected & treated 3 vans." The 2/24/16 receipt indicated the group home was treated again. This affected clients A, B, C, D, E, F, G and H.</p> <p>On 2/29/16 at 1:53 PM, a review of receipts from laundry being done was reviewed. The 10/28/15 receipt indicated, "Comment/Description: bed bugs/laundry." The amount of laundry washed was 1027 pounds. On 2/1/16, the facility had laundry washed. The 2/1/16 receipt indicated, "BED BUGS. Pick up and return clothes. Wash & fold 493 pounds of clothes."</p> <p>On 2/29/16 from 3:28 PM to 5:15 PM, an observation was conducted at the group home. At 3:33 PM, client D and H's bedroom was inspected. Client H's box spring cover had numerous areas of a reddish brown substance (From Web MD</p>			

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	<p>on 3/2/16 at 11:04 AM - "Other signs that you have bedbugs include: ...Dark or rusty spots of bedbug excrement on sheets and mattresses, bed clothes, and walls..." on the cover. Client D's box spring cover had a few areas of a reddish brown substance on the cover. There was no evidence of bed bug activity in the other clients' bedrooms at the time of the observation.</p> <p>On 2/29/16 at 3:41 PM, the Home Manager (HM) indicated she assessed the clients' bedrooms twice daily. The HM indicated the staff was instructed to put the clients' pillows and blankets in the dryer on high heat for 30 minutes daily.</p> <p>On 2/29/16 at 4:11 PM, client E indicated he had never seen a bed bug and had not been bitten by one.</p> <p>On 2/29/16 at 4:15 PM, client A indicated he had never seen a bed bug but client D saw them.</p> <p>On 2/29/16 at 4:35 PM, client D indicated he saw one live bed bug. Client D indicated he picked it up and put it in a plastic bag to show staff. Client D indicated he had been bitten by bed bugs but not recently.</p> <p>On 2/29/16 at 4:37 PM, staff #7 indicated</p>			

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	<p>he saw one live bed bug that client D brought out to show him. Staff #7 indicated he saw one dead bed bug. Staff #7 indicated he had never been bitten. Staff #7 indicated there has been a recurring issue with bed bugs since December 2015. Staff #7 indicated the group home had been treated several times by the pest control company. Staff #7 indicated the issue was resolved when the house was decluttered. Staff #7 indicated the pest control company trained staff and offered to assess staff's houses for free.</p> <p>On 2/29/16 at 4:40 PM, the HM indicated she returned from maternity leave on 1/28/16. The HM indicated there were bed bugs in the house upon her return. The HM indicated she felt the facility was doing a good job treating for bed bugs.</p> <p>On 2/29/16 at 5:05 PM, staff #5 indicated there have been recurring issues with bed bugs at the group home since October 2015. Staff #5 indicated the longest period of time with no bed bugs was approximately 2 weeks. Staff #5 indicated the group home was sprayed on a regular basis.</p> <p>On 3/1/16 at 10:00 AM, a review of the 1/28/16 Indiana Mentor Staff Meeting</p>			

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	<p>Notes indicated, in part, "Upcoming trainings and training needs: [name of pest control company] training for knowledge and prevention of bed bugs...."</p> <p>On 3/1/16 at 10:30 AM, a review of the 2/23/16 Indiana Mentor Meeting Notes indicated staff #3, #10 and #12 received training on the prevention of bed bugs. The form also included staff #1, staff #4 and staff #6's names however the staff did not sign the form. The training form indicated, "AM - all bed clothes go to dryer (for) 30 mins (minutes). Cont. (continue) to keep dryer going. [Name of pest control company] offered to inspect all staff's homes. Clothes in shed. Must call HM (home manager), and must go to dryer first thing."</p> <p>There was no documentation the Home Manager, Program Director, staff #1, #2, #4, #5, #6, #7, #8, #9 and #11 received training.</p> <p>On 3/2/16 at 10:38 AM, the Home Manager (HM) indicated she attended the training but failed to sign the form. The HM indicated the staff who were listed at the top of the form attended the training (staff #3, #10 and #12). The HM indicated the three staff listed at the bottom (staff #1, #4 and #6) arrived at the</p>			

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	<p>end of the training. The HM indicated the pest control representative left packets of information for all staff, including his phone number, if they had any questions. The HM indicated the staff who did not attend the training would be receiving disciplinary action for failing to attend the training. The HM indicated there was staff who needed to be trained.</p> <p>On 3/1/16 at 1:05 PM, an interview with the pest control company representative indicated there was a meeting at the group home last week. All of the group home employees were invited. Four staff came to the meeting. The pest control representative indicated the group home had been treated several times for bed bugs. Initially in October 2015, the Home Manager (HM) went on leave around the time the home was treated. The staff did not get involved with preparing the home for treatment (decluttering and cleaning). Once the HM returned in January 2016, the treatment process was restarted from the beginning. The home was decluttered and cleaned prior to treatment. Several dumpster loads of items were removed from the home. The representative stated the group home was "not as aggressive as it could have been" to get rid of the bed bugs. The representative stated the group</p>			

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	<p>home staff "did a lot but not as much as they should" have. The representative stated the group home was "now doing a great job."</p> <p>On 2/29/16 at 12:14 PM, the Home Manager (HM) indicated the issue with bed bugs started in October 2015. The HM indicated she was on leave at the time. The HM indicated she was told by the AD on 1/25/16 when she returned from maternity leave there was an issue with bed bugs. The HM indicated she checked all the bedrooms and did not see anything. The HM indicated the home had been treated three times since January 2016 for bed bugs. The HM indicated the staff was offered free inspections of their homes for bed bugs. The HM indicated since 1/28/16, she found bed bugs in client D and H's room. The HM indicated the home was decluttered requiring almost 4 dumpsters. The HM indicated she found dead bed bugs in client A and B's room. The HM indicated the pest control company trained the staff. The HM indicated every morning the clients' blankets and sheets were placed in the dryer on high heat for 30 minutes. The HM indicated although bed bugs were found in two of the three upstairs bedrooms, the whole house was treated. The clients' mattresses have covers. The HM</p>			

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	<p>indicated the clients' clothes and bedding were professionally laundered. The HM indicated all the clients' bedrooms were cleaned thoroughly.</p> <p>On 2/29/16 at 12:34 PM, the AD stated regarding bed bugs, "we have them." The AD indicated the group home initially had bed bugs in October 2015. The AD stated, "been on going since then." The AD indicated the facility had the group home, day program and three vans sprayed for bed bugs. The AD indicated the facility offered the staff free inspections of their homes for bed bugs. The AD indicated although the bed bugs had been found in two bedrooms, the entire home was sprayed. The AD indicated he had not seen bed bugs at the group home. The AD indicated the clients' laundry and group home towels had been professionally laundered. The AD indicated the staff was trained. The AD indicated bed bug protectors had been placed on mattresses and box springs. The AD stated, "it's an on going battle." The AD indicated the group home had been decluttered. The AD stated, "can't figure out where they are coming from." The AD indicated the facility had not seen any bites on the clients. The AD indicated the facility was now having quarterly bed bug inspections conducted as a preventative</p>			

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W 0149 Bldg. 00	<p>measure.</p> <p>On 3/2/16 at 10:08 AM, the Quality Assurance Specialist (QAS) indicated she was not sure if the facility had a policy and procedure addressing bed bugs. The QAS indicated with the prevalence of bed bugs, the facility should have a policy addressing bed bugs.</p> <p>On 3/2/16 at 11:07 AM, the QAS indicated in an email, "Hello, I have reviewed all of our ICF (Intermediate Care Facility) policies and don't find anything specific to bed bugs. Sorry!"</p> <p>This federal tag relates to complaint #IN00191789.</p> <p>9-3-1(a)</p> <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 7 of 8 incident/investigative reports affecting 8 of 8 clients living in the group home (A, B, C, D, E, F, G and H), the facility neglected to implement its policies and procedures to report incidents of bed bugs to the Bureau of</p>	W 0149	Training on Reporting Bed Bugs/Pests to BDDS every two weeks if problem not resolved. Training for staff to be completed by 4/1/2016. Corrective actions for staff not attending completed by 4/1/2016. Responsible party: Area Director, Program Director, and Program Coordinator.	04/01/2016

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	<p>Developmental Disabilities Services (BDDS), ensure staff was trained on the knowledge and prevention of bed bugs, conduct a thorough investigation of an allegation of client to client sexual abuse and prevent client to client abuse.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>1) On 10/23/15 at 8:00 AM, the 10/24/15 BDDS incident reports for clients A, B, C, D, E, G and H (client F was admitted to the group home on 2/12/16) indicated, in part, "[Area Director] contacted [Program Director] to report that he had received a call on 10/23 from [name of group home] that they may have found a bed bug. [Area Director] contacted [name of pest control company] to come and check the home. [Pest control company] came to the home on 10/23 and confirmed that bed bugs were found in one of the bedrooms of the home. [Pest control company] is scheduled to come and treat the entire home on 10/28."</p> <p>On 2/29/16 at 1:45 PM, a review of receipts from the pest control company to</p>			

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	<p>address bed bugs was conducted. A receipt indicated on 10/28/15 and 10/30/15, the facility was charged \$3850.00 for "Bed Bug Service." On 2/4/16, the facility was charged \$1600.00 for "Bed Bug Service." On 2/18/16, the group home had a follow up treatment for bed bugs. The 2/18/16 receipt indicated, "No activity reported. Preventative treatment rendered for target pests... Bed bugs." A 2/24/16 receipt indicated three vans were treated for bed bugs. The receipt indicated, "Inspected & treated 3 vans." The 2/24/16 receipt indicated the group home was treated again. This affected clients A, B, C, D, E, F, G and H.</p> <p>On 2/29/16 at 1:53 PM, a review of receipts from laundry being done was reviewed. The 10/28/15 receipt indicated, "Comment/Description: bed bugs/laundry." The amount of laundry washed was 1027 pounds. On 2/1/16, the facility had laundry washed. The 2/1/16 receipt indicated, "BED BUGS. Pick up and return clothes. Wash & fold 493 pounds of clothes."</p> <p>There was no documentation of BDDS reports being submitted for clients A, B, C, D, E, G and H for bed bugs in January and February 2016.</p>			

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	<p>On 2/29/16 from 3:28 PM to 5:15 PM, an observation was conducted at the group home. At 3:33 PM, client D and H's bedroom was inspected. Client H's box spring cover had numerous areas of a reddish brown substance (From Web MD on 3/2/16 at 11:04 AM - "Other signs that you have bedbugs include: ...Dark or rusty spots of bedbug excrement on sheets and mattresses, bed clothes, and walls...") on the cover. Client D's box spring cover had a few areas of a reddish brown substance on the cover. There was no evidence of bed bug activity in the other clients' bedrooms at the time of the observation.</p> <p>On 2/29/16 at 3:41 PM, the Home Manager (HM) indicated she assessed the clients' bedrooms twice daily. The HM indicated the staff was instructed to put the clients' pillows and blankets in the dryer on high heat for 30 minutes daily.</p> <p>On 2/29/16 at 4:11 PM, client E indicated he had never seen a bed bug and had not been bitten by one.</p> <p>On 2/29/16 at 4:15 PM, client A indicated he had never seen a bed bug but client D saw them.</p> <p>On 2/29/16 at 4:35 PM, client D indicated he saw one live bed bug. Client</p>			

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	<p>D indicated he picked it up and put it in a plastic bag to show staff. Client D indicated he had been bitten by bed bugs but not recently.</p> <p>On 2/29/16 at 4:37 PM, staff #7 indicated he saw one live bed bug that client D brought out to show him. Staff #7 indicated he saw one dead bed bug. Staff #7 indicated he had never been bitten. Staff #7 indicated there has been a recurring issue with bed bugs since December 2015. Staff #7 indicated the group home had been treated several times by the pest control company. Staff #7 indicated the issue was resolved when the house was decluttered. Staff #7 indicated the pest control company trained staff and offered to assess staff's houses for free.</p> <p>On 2/29/16 at 4:40 PM, the HM indicated she returned from maternity leave on 1/28/16. The HM indicated there were bed bugs in the house upon her return. The HM indicated she felt the facility was doing a good job treating for bed bugs.</p> <p>On 2/29/16 at 5:05 PM, staff #5 indicated there have been recurring issues with bed bugs at the group home since October 2015. Staff #5 indicated the longest period of time with no bed bugs was</p>			

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	<p>approximately 2 weeks. Staff #5 indicated the group home was sprayed on a regular basis.</p> <p>On 3/1/16 at 10:00 AM, a review of the 1/28/16 Indiana Mentor Staff Meeting Notes indicated, in part, "Upcoming trainings and training needs: [name of pest control company] training for knowledge and prevention of bed bugs...."</p> <p>On 3/1/16 at 10:30 AM, a review of the 2/23/16 Indiana Mentor Meeting Notes indicated staff #3, #10 and #12 received training on the prevention of bed bugs. The form also included staff #1, staff #4 and staff #6's names however the staff did not sign the form. The training form indicated, "AM - all bed clothes go to dryer (for) 30 mins (minutes). Cont. (continue) to keep dryer going. [Name of pest control company] offered to inspect all staff's homes. Clothes in shed. Must call HM (home manager), and must go to dryer first thing."</p> <p>There was no documentation the Home Manager, Program Director, staff #1, #2, #4, #5, #6, #7, #8, #9 and #11 received training.</p> <p>On 3/2/16 at 10:38 AM, the Home Manager (HM) indicated she attended the</p>			

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	<p>training but failed to sign the form. The HM indicated the staff who were listed at the top of the form attended the training (staff #3, #10 and #12). The HM indicated the three staff listed at the bottom (staff #1, #4 and #6) arrived at the end of the training. The HM indicated the pest control representative left packets of information for all staff, including his phone number, if they had any questions. The HM indicated the staff who did not attend the training would be receiving disciplinary action for failing to attend the training. The HM indicated there was staff who needed to be trained.</p> <p>On 3/1/16 at 1:05 PM, an interview with the pest control company representative indicated there was a meeting at the group home last week. All of the group home employees were invited. Four staff came to the meeting. The pest control representative indicated the group home had been treated several times for bed bugs. Initially in October 2015, the Home Manager (HM) went on leave around the time the home was treated. The staff did not get involved with preparing the home for treatment (decluttering and cleaning). Once the HM returned in January 2016, the treatment process was restarted from the beginning. The home was decluttered</p>			

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	<p>and cleaned prior to treatment. Several dumpster loads of items were removed from the home. The representative stated the group home was "not as aggressive as it could have been" to get rid of the bed bugs. The representative stated the group home staff "did a lot but not as much as they should" have. The representative stated the group home was "now doing a great job."</p> <p>On 2/29/16 at 12:14 PM, the Home Manager (HM) indicated the issue with bed bugs started in October 2015. The HM indicated she was on leave at the time. The HM indicated she was told by the AD on 1/25/16 when she returned from maternity leave there was an issue with bed bugs. The HM indicated she checked all the bedrooms and did not see anything. The HM indicated the home had been treated three times since January 2016 for bed bugs. The HM indicated the staff was offered free inspections of their homes for bed bugs. The HM indicated since 1/28/16, she found bed bugs in client D and H's room. The HM indicated the home was decluttered requiring almost 4 dumpsters. The HM indicated she found dead bed bugs in client A and B's room. The HM indicated the pest control company trained the staff. The HM indicated every morning the clients' blankets and</p>			

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	<p>sheets were placed in the dryer on high heat for 30 minutes. The HM indicated although bed bugs were found in two of the three upstairs bedrooms, the whole house was treated. The clients' mattresses have covers. The HM indicated the clients' clothes and bedding were professionally laundered. The HM indicated all the clients' bedrooms were cleaned thoroughly.</p> <p>On 2/29/16 at 12:34 PM, the AD stated regarding bed bugs, "we have them." The AD indicated the group home initially had bed bugs in October 2015. The AD stated, "been on going since then." The AD indicated the facility had the group home, day program and three vans sprayed for bed bugs. The AD indicated the facility offered the staff free inspections of their homes for bed bugs. The AD indicated although the bed bugs had been found in two bedrooms, the entire home was sprayed. The AD indicated he had not seen bed bugs at the group home. The AD indicated the clients' laundry and group home towels had been professionally laundered. The AD indicated the staff was trained. The AD indicated bed bug protectors had been placed on mattresses and box springs. The AD stated, "it's an on going battle." The AD indicated the group home had been decluttered. The AD</p>			

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	<p>stated, "can't figure out where they are coming from." The AD indicated the facility had not seen any bites on the clients. The AD indicated the facility was now having quarterly bed bug inspections conducted as a preventative measure.</p> <p>2) On 1/4/16 at 8:30 PM, client E called client B a "b----." Client B hit client E with a closed fist on the upper arm.</p> <p>On 2/29/16 at 1:04 PM, the Area Director (AD) indicated client to client aggression was abuse and the facility should prevent abuse of the clients. The AD indicated the facility had a policy and procedure prohibiting abuse of the clients.</p> <p>3) On 1/26/16 at 3:00 PM at the facility-operated day program, a peer told client E to "get him (meaning another client)." The 1/27/16 BDDS report indicated, in part, "[Client E] proceeded to go and hit [peer] but on the way hit [client G] in the head. Another staff got between [client E] and [peer] but [client E] still swung and made contact with [peer]." Client G was not injured.</p> <p>The 1/29/16 Investigation Summary indicated, in part, "There is evidence of client to client abuse."</p>			

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	<p>On 2/29/16 at 1:04 PM, the Area Director (AD) indicated client to client aggression was abuse and the facility should prevent abuse of the clients. The AD indicated the facility had a policy and procedure prohibiting abuse of the clients.</p> <p>4) On 2/13/16 at 6:30 PM, client B put his arm around a female staff. Client E got upset and called client B names. Client E went outside to smoke. When client E came back inside, he hit client B on the head.</p> <p>On 2/29/16 at 1:04 PM, the Area Director (AD) indicated client to client aggression was abuse and the facility should prevent abuse of the clients. The AD indicated the facility had a policy and procedure prohibiting abuse of the clients.</p> <p>5) On 2/15/16 at 6:30 PM, client F inappropriately touched client C. The 2/16/16 BDDS report indicated, in part, "It was reported that the touch happened on the outside of the clothing."</p> <p>The 2/19/16 Investigation Summary indicated, in part, "Evidence doesn't conclude that [client F] touched [client C] inappropriately, [client C] does have personal space issues and [client F] has not had a history or since placement (sic) has had any personal space issues with</p>			

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	<p>the other residents or staff. Will increase bedcheck times and individuals in investigation will need to leave door open."</p> <p>On 2/29/16 at 4:24 PM, the HM indicated client C alleged client F inappropriately touched him. The HM indicated the staff did not observe the incident. The HM indicated client C gave conflicting information regarding the incident. The HM indicated client F reported he did not touch client C. The HM indicated the allegation was not substantiated.</p> <p>On 2/29/16 at 1:06 PM, the AD indicated the incident was not witnessed by staff. The AD stated, "Don't believe [client F] is touching him."</p> <p>6) On 2/16/16 at 7:30 PM, client F pushed client D. Staff told client F she would call the police if he hit her. Client F hit staff on the arm and the staff called the police. Client F was transported to the hospital and then released.</p> <p>The 2/19/16 Investigation Summary indicated, in part, "[Client D] stated that [client F] pushed him in his room when he was trying to call Home Manager about minutes for his phone." The investigation indicated, "[Client F] stated he went up to [client D's] room to use</p>			

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	<p>phone to call his dad, he stated [client D] started yelling and he didn't push him. [Client F] stated he was still mad and when staff told him she was calling police it made him mad." The investigation indicated, "She (staff #5) stated [staff #4] had took (sic) the guys bowling and that everything was fine, she stated she was in living room room and [client D] stated that [client F] pushed him, staff intervened and asked [client D] to help with trash. [Client F] followed [client D] downstairs, staff [#4] asked him to leave [client D] alone and he hit [staff #4], then she called writer [Area Director]. [Staff #5] stated she didn't actually see the push but they were yelling at each other when staff intervened. She followed police to hospital and stayed with [client F] till writer [Area Director] arrived to pick [client F] up." The investigation indicated in staff #4's statement, "Stated she intervened when [client D] said that [client F] pushed him, she stated she asked [client D] to assist another peer in taking out the trash. When [client F] followed [client D] down the stairs yelling at him, she followed [client F] and asked him to leave [client D] alone. When he threatened to hit her she told him she would call police, he then hit her in the arm. She called the police and they came and took [client F] to hospital for</p>			

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	<p>evaluation."</p> <p>The investigation indicated, in part, "There is evidence to support client to client abuse. There is evidence to support that staff did not follow the clients' plans." The Recommendations section indicated, "Area Director discussed with staff about the police being called and being in rooms with clients to observe client issues."</p> <p>On 2/29/16 at 1:04 PM, the Area Director (AD) indicated client to client aggression was abuse and the facility should prevent abuse of the clients. The AD indicated the facility had a policy and procedure prohibiting abuse of the clients. The AD indicated he spoke to staff #4 regarding calling the police. The AD indicated when staff #4 told client F she would call the police, it made the situation worse. The AD indicated the police should not have been contacted.</p> <p>7) On 2/21/16 at 9:00 PM, client C was sitting in his chair when client F entered the room and stood by client C's chair. Client F put his hands down client C's pants. There was no documentation the facility conducted an investigation.</p> <p>On 2/29/16 at 4:24 PM, the HM indicated client C reported conflicting information</p>			

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	<p>regarding the allegation. The HM indicated the staff did not observe the incident. Client C initially reported the incident to his mom. Client C's mom reported the allegation to the HM. The HM indicated client C's reports changed each time he was asked about the incident. Client F denied the allegation. The HM indicated there was no evidence to substantiate the allegation.</p> <p>On 2/29/16 at 1:06 PM, the AD indicated the incident was not witnessed by staff. The AD stated, "Don't believe [client F] is touching him."</p> <p>On 3/1/16 at 8:41 AM, the Area Director (AD) indicated in an email, "You just have to count that one (investigation) late, I don't have it typed up yet."</p> <p>On 3/1/16 at 8:49 AM, the AD indicated he was still conducting the investigation of the incident. The AD indicated the investigation was not conducted within 5 working days.</p> <p>On 2/29/16 at 1:04 PM, the AD indicated the timeframe for conducting investigations was 5 working days.</p> <p>The facility's policy and procedures related to abuse and neglect were reviewed on 2/29/16 at 1:23 PM. The</p>			

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	<p>facility's Quality and Risk Management policy dated April 2011 indicated, "Indiana MENTOR promotes a high quality of service and seeks to protect individuals receiving Indiana MENTOR services through oversight of management procedures and company operations, close monitoring of service delivery and through a process of identifying, evaluating and reducing risk to which individuals are exposed." The policy defined neglect as, "e. Failure to provide appropriate supervision, care or training; f. Failure to provide a safe, clean and sanitary environment...." The Human Rights policy, dated April 2011, indicated, in part, "The following actions are prohibited by employees of Indiana MENTOR: abuse, neglect, exploitation or mistreatment of an individual including misuse of an individual's funds; or violation of an individual's rights." The policy indicated, in part, "Indiana MENTOR programs maintain a written list of rights, which take into account the requirements of applicable laws, regulations, and purchasing agencies. This list of rights should include, but is not limited to: e. Ensure the clients are not subjected to physical, verbal, sexual, or psychological abuse or punishment."</p> <p>This federal tag relates to complaint #IN00191789.</p>			

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W 0153 Bldg. 00	<p>9-3-2(a)</p> <p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures. Based on observation, record review and interview for 1 of 8 incident reports reviewed affecting 8 of 8 clients living at the group home (A, B, C, D, E, F, G and H), the facility failed to submit incident reports to the Bureau of Developmental Disabilities Services (BDDS) for recurring incidents of bed bugs.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>On 10/23/15 at 8:00 AM, the 10/24/15 BDDS incident reports for clients A, B, C, D, E, G and H (client F was admitted to the group home on 2/12/16) indicated, in part, "[Area Director] contacted [Program Director] to report that he had received a call on 10/23 from [name of</p>	W 0153	Training with Area Director and Program Director on completion of incident reports to be completed by 4/1/2016. Quality Assurance will review investigations for timeliness. Responisble Party: Area Director, Program Director, Quality Assurance.	04/01/2016

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	<p>group home] that they may have found a bed bug. [Area Director] contacted [name of pest control company] to come and check the home. [Pest control company] came to the home on 10/23 and confirmed that bed bugs were found in one of the bedrooms of the home. [Pest control company] is scheduled to come and treat the entire home on 10/28."</p> <p>On 2/29/16 at 1:45 PM, a review of receipts from the pest control company to address bed bugs was conducted. A receipt indicated on 10/28/15 and 10/30/15, the facility was charged \$3850.00 for "Bed Bug Service." On 2/4/16, the facility was charged \$1600.00 for "Bed Bug Service." On 2/18/16, the group home had a follow up treatment for bed bugs. The 2/18/16 receipt indicated, "No activity reported. Preventative treatment rendered for target pests... Bed bugs." A 2/24/16 receipt indicated three vans were treated for bed bugs. The receipt indicated, "Inspected & treated 3 vans." The 2/24/16 receipt indicated the group home was treated again. This affected clients A, B, C, D, E, F, G and H.</p> <p>On 2/29/16 at 1:53 PM, a review of receipts from laundry being done was reviewed. The 10/28/15 receipt</p>			

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	<p>indicated, "Comment/Description: bed bugs/laundry." The amount of laundry washed was 1027 pounds. On 2/1/16, the facility had laundry washed. The 2/1/16 receipt indicated, "BED BUGS. Pick up and return clothes. Wash & fold 493 pounds of clothes."</p> <p>There was no documentation of BDDS reports being submitted for clients A, B, C, D, E, G and H for bed bugs in January and February 2016.</p> <p>On 2/29/16 from 3:28 PM to 5:15 PM, an observation was conducted at the group home. At 3:33 PM, client D and H's bedroom was inspected. Client H's box spring cover had numerous areas of a reddish brown substance (From Web MD on 3/2/16 at 11:04 AM - "Other signs that you have bedbugs include: ...Dark or rusty spots of bedbug excrement on sheets and mattresses, bed clothes, and walls...") on the cover. Client D's box spring cover had a few areas of a reddish brown substance on the cover. There was no evidence of bed bug activity in the other clients' bedrooms at the time of the observation.</p> <p>On 2/29/16 at 3:41 PM, the Home Manager (HM) indicated she assessed the clients' bedrooms twice daily. The HM indicated the staff was instructed to put</p>			

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	<p>the clients' pillows and blankets in the dryer on high heat for 30 minutes daily.</p> <p>On 2/29/16 at 4:37 PM, staff #7 indicated he saw one live bed bug that client D brought out to show him. Staff #7 indicated he saw one dead bed bug. Staff #7 indicated he had never been bitten. Staff #7 indicated there has been a recurring issue with bed bugs since December 2015. Staff #7 indicated the group home had been treated several times by the pest control company. Staff #7 indicated the issue was resolved when the house was decluttered. Staff #7 indicated the pest control company trained staff and offered to assess staff's houses for free.</p> <p>On 2/29/16 at 4:40 PM, the HM indicated she returned from maternity leave on 1/28/16. The HM indicated there were bed bugs in the house upon her return. The HM indicated she felt the facility was doing a good job treating for bed bugs.</p> <p>On 2/29/16 at 5:05 PM, staff #5 indicated there have been recurring issues with bed bugs at the group home since October 2015. Staff #5 indicated the longest period of time with no bed bugs was approximately 2 weeks. Staff #5 indicated the group home was sprayed on</p>			

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	<p>a regular basis.</p> <p>On 3/1/16 at 10:00 AM, a review of the 1/28/16 Indiana Mentor Staff Meeting Notes indicated, in part, "Upcoming trainings and training needs: [name of pest control company] training for knowledge and prevention of bed bugs...."</p> <p>On 2/29/16 at 12:14 PM, the Home Manager (HM) indicated the issue with bed bugs started in October 2015. The HM indicated she was on leave at the time. The HM indicated she was told by the AD on 1/28/16 when she returned from maternity leave there was an issue with bed bugs. The HM indicated she checked all the bedrooms and did not see anything. The HM indicated the home had been treated three times since January 2016 for bed bugs. The HM indicated since 1/28/16, she found bed bugs in client D and H's room. The HM indicated the home was decluttered requiring almost 4 dumpsters. The HM indicated she found dead bed bugs in client A and B's room.</p> <p>On 2/29/16 at 12:34 PM, the AD stated regarding bed bugs, "we have them." The AD indicated the group home initially had bed bugs in October 2015. The AD stated, "been on going since</p>			

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W 0154 Bldg. 00	<p>then." The AD stated, "it's an on going battle." The AD stated, "can't figure out where they are coming from."</p> <p>On 3/2/16 at 10:08 AM, the Quality Assurance Specialist indicated the facility should report issues with bed bugs to BDDS for each occurrence.</p> <p>This federal tag relates to complaint #IN00191789.</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview for 1 of 8 incident/investigative reports reviewed affecting clients C and F, the facility failed to conduct an investigation of an allegation of client to client sexual abuse.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p>	W 0154	<p>Training with Area Director and Program Director on completion of incident reports to be completed by 4/1/2016. Quality Assurance will review investigations for timeliness. Responsible Party: Area Director, Program Director, Quality Assurance.</p>	04/01/2016

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W 0157	<p>On 2/21/16 at 9:00 PM, client C was sitting in his chair when client F entered the room and stood by client C's chair. Client F put his hands down client C's pants. There was no documentation the facility conducted an investigation.</p> <p>On 2/29/16 at 4:24 PM, the HM indicated client C reported conflicting information regarding the allegation. The HM indicated the staff did not observe the incident. Client C initially reported the incident to his mom. Client C's mom reported the allegation to the HM. The HM indicated client C's reports changed each time he was asked about the incident. Client F denied the allegation. The HM indicated there was no evidence to substantiate the allegation.</p> <p>On 3/1/16 at 8:41 AM, the Area Director (AD) indicated in an email, "You just have to count that one (investigation) late, I don't have it typed up yet."</p> <p>On 3/1/16 at 8:49 AM, the AD indicated he was still conducting the investigation of the incident.</p> <p>9-3-2(a)</p> <p>483.420(d)(4) STAFF TREATMENT OF CLIENTS</p>						

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Bldg. 00	<p>If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Based on observation, record review and interview for 1 of 8 incident/investigative reports reviewed affecting clients A, B, C, D, E, F, G and H, the facility failed to implement appropriate corrective actions including staff training to address recurring issues with bed bugs.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>On 10/23/15 at 8:00 AM, the 10/24/15 BDDS incident reports for clients A, B, C, D, E, G and H (client F was admitted to the group home on 2/12/16) indicated, in part, "[Area Director] contacted [Program Director] to report that he had received a call on 10/23 from [name of group home] that they may have found a bed bug. [Area Director] contacted [name of pest control company] to come and check the home. [Pest control company] came to the home on 10/23 and confirmed that bed bugs were found in one of the bedrooms of the home. [Pest control company] is scheduled to come and treat the entire home on 10/28."</p>	W 0157	<p>Training on Reporting Bed Bugs/Pests to BDDS every two weeks if problem not resolved. Training for staff to be completed by 4/1/2016. Corrective actions for staff not attending completed by 4/1/2016. Responsible party: Area Director, Program Director, and Program Coordinator.</p>	04/01/2016

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	<p>On 2/29/16 at 1:45 PM, a review of receipts from the pest control company to address bed bugs was conducted. A receipt indicated on 10/28/15 and 10/30/15, the facility was charged \$3850.00 for "Bed Bug Service." On 2/4/16, the facility was charged \$1600.00 for "Bed Bug Service." On 2/18/16, the group home had a follow up treatment for bed bugs. The 2/18/16 receipt indicated, "No activity reported. Preventative treatment rendered for target pests... Bed bugs." A 2/24/16 receipt indicated three vans were treated for bed bugs. The receipt indicated, "Inspected & treated 3 vans." The 2/24/16 receipt indicated the group home was treated again. This affected clients A, B, C, D, E, F, G and H.</p> <p>On 2/29/16 at 1:53 PM, a review of receipts from laundry being done was reviewed. The 10/28/15 receipt indicated, "Comment/Description: bed bugs/laundry." The amount of laundry washed was 1027 pounds. On 2/1/16, the facility had laundry washed. The 2/1/16 receipt indicated, "BED BUGS. Pick up and return clothes. Wash & fold 493 pounds of clothes."</p> <p>On 2/29/16 from 3:28 PM to 5:15 PM, an observation was conducted at the group</p>			

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	<p>home. At 3:33 PM, client D and H's bedroom was inspected. Client H's box spring cover had numerous areas of a reddish brown substance (From Web MD on 3/2/16 at 11:04 AM - "Other signs that you have bedbugs include: ...Dark or rusty spots of bedbug excrement on sheets and mattresses, bed clothes, and walls..." on the cover. Client D's box spring cover had a few areas of a reddish brown substance on the cover. There was no evidence of bed bug activity in the other clients' bedrooms at the time of the observation.</p> <p>On 2/29/16 at 3:41 PM, the Home Manager (HM) indicated she assessed the clients' bedrooms twice daily. The HM indicated the staff was instructed to put the clients' pillows and blankets in the dryer on high heat for 30 minutes daily.</p> <p>On 2/29/16 at 5:05 PM, staff #5 indicated there have been recurring issues with bed bugs at the group home since October 2015. Staff #5 indicated the longest period of time with no bed bugs was approximately 2 weeks. Staff #5 indicated the group home was sprayed on a regular basis.</p> <p>On 3/1/16 at 10:00 AM, a review of the 1/28/16 Indiana Mentor Staff Meeting Notes indicated, in part, "Upcoming</p>			

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	<p>trainings and training needs: [name of pest control company] training for knowledge and prevention of bed bugs...."</p> <p>On 3/1/16 at 10:30 AM, a review of the 2/23/16 Indiana Mentor Meeting Notes indicated staff #3, #10 and #12 received training on the prevention of bed bugs. The form also included staff #1, staff #4 and staff #6's names however the staff did not sign the form. The training form indicated, "AM - all bed clothes go to dryer (for) 30 mins (minutes). Cont. (continue) to keep dryer going. [Name of pest control company] offered to inspect all staff's homes. Clothes in shed. Must call HM (home manager), and must go to dryer first thing."</p> <p>There was no documentation the Home Manager, Program Director, staff #1, #2, #4, #5, #6, #7, #8, #9 and #11 received training.</p> <p>On 3/2/16 at 10:38 AM, the Home Manager (HM) indicated she attended the training but failed to sign the form. The HM indicated the staff who were listed at the top of the form attended the training (staff #3, #10 and #12). The HM indicated the three staff listed at the bottom (staff #1, #4 and #6) arrived at the end of the training. The HM indicated</p>			

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W 0189 Bldg. 00	<p>the pest control representative left packets of information for all staff, including his phone number, if they had any questions. The HM indicated the staff who did not attend the training would be receiving disciplinary action for failing to attend the training. The HM indicated there was staff who needed to be trained.</p> <p>On 3/1/16 at 1:05 PM, an interview with the pest control company representative indicated there was a meeting at the group home last week. All of the group home employees were invited. Four staff came to the meeting.</p> <p>This federal tag relates to complaint #IN00191789.</p> <p>9-3-2(a)</p> <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. Based on observation, record review and interview for 8 of 8 clients living in the group home (A, B, C, D, E, F, G and H), the facility failed to ensure</p>	W 0189	Training with the Program Coordinator and Program Director on effective continuing training by 4/1/2016 and corrective action process if staff	04/01/2016

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	<p>all staff received training on bed bug knowledge and prevention.</p> <p>Findings include:</p> <p>On 2/29/16 at 12:50 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>On 10/23/15 at 8:00 AM, the 10/24/15 BDDS incident reports for clients A, B, C, D, E, G and H (client F was admitted to the group home on 2/12/16) indicated, in part, "[Area Director] contacted [Program Director] to report that he had received a call on 10/23 from [name of group home] that they may have found a bed bug. [Area Director] contacted [name of pest control company] to come and check the home. [Pest control company] came to the home on 10/23 and confirmed that bed bugs were found in one of the bedrooms of the home. [Pest control company] is scheduled to come and treat the entire home on 10/28."</p> <p>On 2/29/16 at 1:45 PM, a review of receipts from the pest control company to address bed bugs was conducted. A receipt indicated on 10/28/15 and 10/30/15, the facility was charged \$3850.00 for "Bed Bug Service." On</p>		<p>fail to attend training. Inservice training will be reviewed by Area Director upon completion for content and attendance. Responsible Party: Area Director, Program Director, and Program Coordinator.</p>				

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	<p>2/4/16, the facility was charged \$1600.00 for "Bed Bug Service." On 2/18/16, the group home had a follow up treatment for bed bugs. The 2/18/16 receipt indicated, "No activity reported. Preventative treatment rendered for target pests... Bed bugs." A 2/24/16 receipt indicated three vans were treated for bed bugs. The receipt indicated, "Inspected & treated 3 vans." The 2/24/16 receipt indicated the group home was treated again. This affected clients A, B, C, D, E, F, G and H.</p> <p>On 2/29/16 at 1:53 PM, a review of receipts from laundry being done was reviewed. The 10/28/15 receipt indicated, "Comment/Description: bed bugs/laundry." The amount of laundry washed was 1027 pounds. On 2/1/16, the facility had laundry washed. The 2/1/16 receipt indicated, "BED BUGS. Pick up and return clothes. Wash & fold 493 pounds of clothes."</p> <p>On 2/29/16 from 3:28 PM to 5:15 PM, an observation was conducted at the group home. At 3:33 PM, client D and H's bedroom was inspected. Client H's box spring cover had numerous areas of a reddish brown substance (From Web MD on 3/2/16 at 11:04 AM - "Other signs that you have bedbugs include: ...Dark or rusty spots of bedbug excrement on</p>						

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	<p>sheets and mattresses, bed clothes, and walls..." on the cover. Client D's box spring cover had a few areas of a reddish brown substance on the cover. There was no evidence of bed bug activity in the other clients' bedrooms at the time of the observation.</p> <p>On 2/29/16 at 3:41 PM, the Home Manager (HM) indicated she assessed the clients' bedrooms twice daily. The HM indicated the staff was instructed to put the clients' pillows and blankets in the dryer on high heat for 30 minutes daily.</p> <p>On 2/29/16 at 5:05 PM, staff #5 indicated there have been recurring issues with bed bugs at the group home since October 2015. Staff #5 indicated the longest period of time with no bed bugs was approximately 2 weeks. Staff #5 indicated the group home was sprayed on a regular basis.</p> <p>On 3/1/16 at 10:00 AM, a review of the 1/28/16 Indiana Mentor Staff Meeting Notes indicated, in part, "Upcoming trainings and training needs: [name of pest control company] training for knowledge and prevention of bed bugs...."</p> <p>On 3/1/16 at 10:30 AM, a review of the 2/23/16 Indiana Mentor Meeting Notes</p>			

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	<p>indicated staff #3, #10 and #12 received training on the prevention of bed bugs. The form also included staff #1, staff #4 and staff #6's names however the staff did not sign the form. The training form indicated, "AM - all bed clothes go to dryer (for) 30 mins (minutes). Cont. (continue) to keep dryer going. [Name of pest control company] offered to inspect all staff's homes. Clothes in shed. Must call HM (home manager), and must go to dryer first thing."</p> <p>There was no documentation the Home Manager, Program Director, staff #1, #2, #4, #5, #6, #7, #8, #9 and #11 received training.</p> <p>On 3/2/16 at 10:38 AM, the Home Manager (HM) indicated she attended the training but failed to sign the form. The HM indicated the staff who were listed at the top of the form attended the training (staff #3, #10 and #12). The HM indicated the three staff listed at the bottom (staff #1, #4 and #6) arrived at the end of the training. The HM indicated the pest control representative left packets of information for all staff, including his phone number, if they had any questions. The HM indicated the staff who did not attend the training would be receiving disciplinary action for failing to attend the training. The HM</p>			

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	<p>indicated there was staff who needed to be trained.</p> <p>On 3/1/16 at 1:05 PM, an interview with the pest control company representative indicated there was a meeting at the group home last week. All of the group home employees were invited. Four staff came to the meeting.</p> <p>This federal tag relates to complaint #IN00191789.</p> <p>9-3-3(a)</p>				