

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G791	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 11/19/2014
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NAME OF PROVIDER OR SUPPLIER DUNGARVIN INDIANA LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 474 WHITEWOOD DR VALPARAISO, IN 46385
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W000000	<p>This visit was for the investigation of complaint #IN00158868. This visit also included the investigation of complaint #IN00158936.</p> <p>Complaint #IN00158868: Substantiated, Federal/state deficiencies related to the allegations are cited at W122, W149, W154, W157, W159 and 9999.</p> <p>Complaint #IN00158936: Substantiated, Federal/state deficiencies related to the allegations are cited at W122, W149, W154, W157, W159 and 9999.</p> <p>Dates of Surveys: November 3, 6, 7, 12, 13, 14 and 19, 2014.</p> <p>Facility number: 012557 Provider number: 15G791 AIM number: 201017960A</p> <p>Surveyor: Christine Colon, QIDP</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed December 8, 2014 by Dotty Walton, QIDP.</p>	W000000		
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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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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on record review and interview, the facility failed to meet the Condition of Participation: Client Protections for 2 of 2 sampled clients (clients A and B). The facility failed to implement its written policies and procedures to prevent abuse/neglect of clients in regard to client to client aggression and client elopement. The facility failed to conduct thorough investigations in regard to client to client aggression, Self Injurious Behavior (SIB) and incidents of client elopement. The facility failed to put in place sufficient/effective corrective measures to prevent recurrence of client to client aggression, SIB and elopement. The facility failed to ensure the facility's Interdisciplinary Team (IDT) met and addressed clients' elopement, client to client aggression and SIB.</p> <p>Findings include:</p>	W000122	<p>W 122 483.420 CLIENT PROTECTIONS</p> <p>In conjunction with the Plans of Correction for W149, W154, W157, W159, and W9999, the Area Director, House Manager, and QDDP have reviewed this Condition of Participation. Due to Client D's needs and IDT discussion, on 10/20/14 Client D was discharged from cited facility and admitted to a more appropriate facility due to her significant behavioral needs. During an investigation into the 10/6/14 incident in which client D eloped from the home and resulted in SIB, an interview on 11/3/14 revealed an allegation of neglect. Immediately, three staff were suspended pending completion of the investigation. The investigation was completed on 11/21/14 and the allegation was substantiated. All three staff were terminated from employment for</p>	12/19/2014

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	<p>1. Please refer to W149: The facility neglected for 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to implement written policy and procedures to prevent client to client aggression, Self Injurious Behavior (SIB), elopement and to ensure investigations were conducted.</p> <p>2. Please refer to W154: The facility failed for 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to provide written evidence thorough investigations were conducted in regard to incidents of client to client aggression, elopements, Self Injurious Behavior (SIB) and elopement/trespass which led to incarceration.</p> <p>3. Please refer to W157: The facility failed for 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to take sufficient/effective corrective measures to prevent client to client aggression, Self Injurious Behavior and elopement.</p> <p>4. Please refer to W159: The facility failed for 1 of 2 sampled clients (client A), to ensure the Qualified Intellectual Disabilities Professional (QIDP) coordinated with clients A, B and D's Interdisciplinary Team (IDT) to ensure</p>		<p>neglect. Each of the facility's Individuals' IDTs have met and revised protocol to ensure Client Protections are met. All staff have been trained to ensure competency in implementing these protocol. Each Individual's IDT will monitor the effectiveness of these and meet as necessary to ensure no further recurrence of elopement, abuse towards other clients, and SIB. The Area Director, House Manager, and QDDP have been retrained on ensuring the facility implements its written policies and procedures to prevent abuse/neglect of any clients in regards to client to client aggression, client elopement, and SIB; to conduct thorough investigations into any incidents of elopement, client to client aggression, and SIB; to ensure all Individuals' IDT's meet promptly and address incidents of elopement, client to client abuse, and SIB; to ensure sufficient/effective corrective measures are put in place to prevent recurrence of elopement, client to client abuse, and SIB. The House Manager and/or QDDP will promptly report to the Area Director, per Policy, and the Area Director will monitor and ensure compliance with this Condition of Participation.</p> <p>Beginning 11/19/14 and continuing through 12/19/14, then at least every week thereafter if in compliance, QDDP, House Manager, Nurse,</p>	

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W000149	<p>measures were put in place to protect clients A, B and D from their identified behavioral needs.</p> <p>This federal tag relates to complaints #IN00158936 and #IN00158868.</p> <p>9-3-2(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 record review and interview for 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to implement written policy and procedures to prevent client to client aggression, Self Injurious Behavior (SIB), elopement and to ensure thorough investigations were conducted.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of</p>	W000149	<p>and/or Behaviorist have been conducting observations at least 5 times per week to ensure this Condition is being met and that all staff are consistently following the Individuals' plans and following policy/procedures.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, QDDP, Nurse, and Behaviorist</p> <p>W 149 483.420(d)(1) STAFF TREATMENT OF CLIENTS</p> <p>In conjunction with the Plans of Correction for W122, W154, W157, W159, and W9999, the Area Director, House Manager, and QDDP have reviewed this Standard. Due to Client D's needs and IDT discussion, on 10/20/14 Client D was discharged from cited facility and admitted to a more appropriate</p>	12/19/2014

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	<p>Developmental Disabilities Services (BDDS) reports, Internal Reports (IR) and investigation records was conducted on 11/3/14 at 1:45 P.M.. Review of the facility's investigation records indicated:</p> <p>Incidents involving client A:</p> <p>-BDDS report dated 10/4/14 indicated client A had an incident of SIB in which she scratched her arms. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/13/14 indicated client A had an incident of SIB causing a 1 inch long surface deep scratch on her left forearm with bleeding. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 indicated client A had an incident of SIB causing a 20 centimeter long and surface deep scratch on her left forearm. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/17/14 indicated client A had an incident of SIB causing a 15 centimeter long and 1 centimeter deep</p>		<p>facility due to her significant behavioral needs. During an investigation into the 10/6/14 incident in which client D eloped from the home and resulted in SIB, an interview on 11/3/14 revealed an allegation of neglect. Immediately, three staff were suspended pending completion of the investigation. The investigation was completed on 11/21/14 and the allegation was substantiated. All three staff were terminated from employment for neglect. Each of the facility's Individuals' IDTs have met and revised protocol to ensure no recurrence of elopement, client to client abuse, and SIB. All staff have been trained to ensure competency in implementing these protocol. Each Individual's IDT will monitor the effectiveness of these and meet as necessary to ensure no further recurrence of elopement, abuse towards other clients, and SIB. The Area Director, House Manager, and QDDP have been retrained on ensuring the facility implements its written policies and procedures to prevent abuse/neglect of any clients in regards to client to client aggression, client elopement, and SIB; to conduct thorough investigations into any incidents of elopement, client to client aggression, and SIB; to ensure all Individuals' IDT's meet promptly and address incidents of elopement, client to client abuse, and SIB; to ensure sufficient/effective corrective measures are put in place to prevent</p>		

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	<p>scratch on her leg. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/19/14 indicated client A had an incident of SIB; punched the wall and banged her head into the wall causing it to bleed. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/21/14 indicated client A had an incident of elopement from the home and had an SIB incident in which she cut herself with a paperclip. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/22/14 indicated client A had an incident of SIB of banging her head on the concrete floor while being physically controlled. When released after being calm, client A wrapped her shirt around her neck. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/23/14 indicated client A had an incident of SIB of banging her head.</p>		<p>recurrence of elopement, client to client abuse, and SIB. The House Manager and/or QDDP will promptly report to the Area Director, per Policy, and the Area Director will monitor and ensure compliance with this Standard.</p> <p>Beginning 11/19/14 and continuing through 12/19/14, then at least every week thereafter if in compliance, QDDP, House Manager, Nurse, and/or Behaviorist have been conducting observations at least 5 times per week to ensure this Standard is being met and that all staff are consistently following the Individuals' plans and following policy/procedures.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, QDDP, Nurse, and Behaviorist</p>		

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	<p>-BDDS report dated 10/24/14 indicated client A had an incident of SIB of hitting herself in the eyes, arms and chest and wrapping her shirt around her neck. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/25/14 indicated client A had an incident of SIB of banging her head on the wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/29/14 indicated client A had an incident of SIB of banging her head on the laundry room wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/30/14 indicated client A had an incident of SIB of banging her head on the bathroom wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/31/14 indicated client A had an incident of SIB; tied her socks around her neck and cut herself</p>			

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	<p>with a piece of glass causing a 1 inch long surface deep scratch to her left arm. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 11/4/14 indicated client A had an incident of SIB; kicked wall with foot and complained of pain afterward and went to the ER (Emergency Room) to be checked. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/15/14 involving clients A and B indicated: "On 10/15/14 [client B] and [client A] greeted staff at the front door when she walked in. [Client A] wanted to talk to staff but [client B] told [client A] that she could not talk to staff because she was her staff. [Client A] became agitated and came to talk to another staff so that she could talk through her agitation. [Client A] began to tell staff what [client B] told her about not talking to staff. As [client A] was talking to staff [client B] came running in the common area front and started charging at [client A] stating that she was a liar. Staff jumped in front of [client A] to stop [client B] from attacking her. [Client B] then started punching, scratching and trying to bite staff. Staff</p>			

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	<p>tried to verbally redirect he (sic) but [client B] refused redirection and had to be put in a two person hold (arm over arm)because (sic) she refused to calm down. [Client B] then dropped her weight to sit on the ground. Staff still had [client B] in a hold when [client A] was instructed to go to her room. While [client A] was walking to the other side of the house she kicked [client B] on the right side of the face making a bruise. [Client B] became even more angry and started fighting staff even harder to get out of the hold. Staff tried to redirect [client B] several times by asking her to calm down. She refused repeatedly and started making threats stating that she was going to 'beat staff a--' and that she was going to tell staff member and Qualified Mental Retardation Professional (QMRP) that staff beat on her so that she could get staff in trouble because she was sick of these b-----s. [Client B] also stated that she was going to have house mate [client D] beat staff a- - as well. (sic) [Client B] refused to calm down so staff had to hold her right arm and another staff held her left arm and walked [client B] to her room to calm down. Once staff left out of [client B] room she started yelling and screaming and started throwing things in her bedroom. [Client B] then came running out of her bedroom and went out the door</p>						

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	<p>of the front patio. As [client B] was running she did not realize it was wet outside and fell down on her buttocks....Staff had to place [client B] in another hold and walked her in her bedroom. [Client B] began to damage her dresser and started tearing up her room. [Client B] began beating the window with the dresser drawer. Staff went outside to keep distance but keep a close watch on [client B] and as staff was standing outside her bedroom window [client B] began to hit herself in the head repeatedly with one of the dresser draws. At this point [client B] was becoming a danger to herself. Staff asked [client B] to please calm down and stop hitting herself. she (sic) refused and staff entered her room and removed the drawer from her hand and as staff pivot (sic) to place the dresser drawer down [client B] kicked staff in the neck. Staff stepped back and then had to help another staff member put [client B] in another two person so that she could calm down...Staff will continue to support the individual with the plans she have (sic) in place." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incident involving client B indicated:</p>			
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	<p>-BDDS report dated 10/24/14 involving clients A and B indicated: "On 10/24/14 [client B] was sitting at the dinning table when her housemate [client A] ran up to her with staff running behind her and slapped [client B] in the face. [Client B] yelled but staff was able to redirect both individuals to separate rooms. [Client A] then went to lay (sic) in her bed and [client B] went to the office to talk with staff. No further incidents between the two occurred. Staff will continue to follow the protocol instructing them to keep the individuals separated when in the stat (sic) of being agitated." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incident involving client C indicated:</p> <p>-BDDS report dated 10/20/14 involving clients A and C indicated: "On 10/20/14 Staff moved [client A] (sic) basket of laundry to the utility room because [client A] was not allowed to go through her clothes during safety watch. Staff tried to redirect [client A] to get her out of the utility room and into the common area but she told staff 'Shut the h--l up talking to me!' Staff continued to watch [client A] as she was in the utility room and when she turned to walk out she turned around and punched staff in the back of</p>						

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	<p>the head as she was passing her. [Client A] (sic) housemate then came out of her room and asked [client A] why did she do that. [Client A] told her to 'mind her business.' Staff redirected [client C] to go back to her room but she continued to argue with [client A] about hitting staff. Staff stepped in between [client A] and [client C] but [client A] then swung around staff to punch [client C] in the arm. [Client C] then hit her back and pushed [client A] to the ground. [Client A] stayed on the ground with staff, while another staff walked [client C] to her room. Staff then inspected both individuals for injuries and found non (sic). Ten minutes later [client A] was in the dining room sitting at the table when [client C] came out of her room after being asked to stay in her room while staff was dealing with an (sic) situation with her housemate. Staff tried to redirect her and [client C] said 'I'm not going to hit the B---h, I'm going to go to the office to take my meds.' Staff told [client C] it was not time for her meds yet, when [client A] told [client C] to 'shut the f--k up n---r.' Staff stepped between the two individuals again attempting to get [client C] to leave the area. [Client C] refused and continued arguing with [client A]. [Client A] then pushed staff and punched [client C] in the face, hitting her lip. [Client C] then</p>			

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	<p>began to punch at [client A] only landing two punches (one to [client A's] lip and the other to her arm). Staff separated the two individuals by escorting (arm over arm) [client C] to her room and blocking [client A] from [client C]. The two individuals remained separated for the rest of the night with no further incidents between the two." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incidents involving client D indicated:</p> <p>-BDDS report dated 10/4/14 indicated: "On 10/3/14 (sic) [client D] started looking in the drawers in the kitchen, telling staff she was trying (sic) to see where everything was. [Client D] attempted to put a plastic glove, a zip lock bag and an (sic) sheet of paper into the microwave. Staff redirected her and an (sic) her housemate started talking to staff about her putting paper in the microwave. [Client D] heard her housemate and walked out the front door. Staff was right behind her and was able to redirect her back into the house. Once in the house another housemate started yelling at [client D] because she thought she said something about another housemate. Staff intervened and [client D] went into her room before coming</p>						

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	<p>back out her room and ran out the front door. Staff ran behind her while another staff got into the house van to follow. While walking she waved down a neighbor who was driving past and tried to talk them into doing something for her. Staff was with her and intervened again and the neighbor kept driving. [Client D] yelled 'What?' to staff before running to another neighbors (sic) home and started knocking on the door. The neighbor opened the door but turned her away and staff still was with [client D]. [Client D] then became agitated and ran to the backyard and disappeared from staff's sight. Staff called the Qualified Developmental Disabilities Professional (QDDP) and then the police. [Client D] was out of line of sight for 4 minutes. [Client D] had walked into a neighbors (sic) home who left their door open. The neighbors were able to get her to leave their home and staff saw her. Staff tried to redirect [client D] into the home van to go back to the group home. [Client D] stated that she was waiting on the police, fire department and ambulance. Staff then continued trying to redirect back to the home and [client D] refused. [Client D] then tried to hide behind some bushes in the neighbors (sic) yard when the police showed up at 6:22 P.M. The police then told her they were not taking her to jail and that's when she told them</p>			

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	<p>that staff was beating her and that she wanted to go to the hospital. The police told her they could not take her to the hospital because she was not in pain or bleeding. [Client D] then started complaining about her hip hurting. The police then asked why did (sic) walk so far if her hip hurt and [client D] just smiled. The police also told (sic) stated that if staff was hitting her why is (sic) there no bruises. [Client D] just smiled again. After talking with the police a while longer [client D] got into the van and went home. Once at the home [client D] at (sic) dinner, took her meds and went into her bedroom to go to sleep. No further incidents have happened at this time. Staff will continue to follow her behavior support plan."</p> <p>-BDDS report dated 10/5/14 involving clients A and D indicated: "On 10/5/14 [client D] was in her bedroom changing clothes, when she was asked by staff to clean her plate from the dining room table. [Client D] replied and said yes before taking her plate to the kitchen to clean it. [Client D] then walked to the front door and staff asked her if she wanted to color or work on her spelling. [Client D] stated 'No' and walked out the front door. Staff immediately followed behind [client D] to insure her safety an (sic) to redirect her back into the home.</p>			

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	<p>[Client D] then tried to run into the woods but staff stopped her by stepping in front of her and verbally redirecting her to the house. As she was walking into the home [client D] turned around, spit on staff and started cursing at staff. Staff tried to redirect her but [client D] became more aggressive and started putting her fingers in staff (sic) face. Staff stepped back when her housemate [client A] tried to walk by to go to her room and saw [client D] cursing at staff. [Client A] then screamed 'I hate you. I'm sick of this s--t.' Staff told [client A] to go to her room. [Client D] turned to [client A] and hit her. [Client A] then proceeded to hit her back. Staff intervened but the individuals would not let each other go. As staff was separating the two and (sic) [client D] scratched [client A] on the top of her nose a quarter of an inch long and surface deep. [Client A] calmed down and went to her room while [client D] refused to calm or listen to verbal redirection. [Client D] then tried to go after [client A] again even though [client A] was no longer in the area. Staff did an (sic) physical hold on [client D] after she attempted to throw an (sic) fire extinguisher. [Client D] was in an (sic) hold for fifteen minutes before calming down. [Client D] then went to her room to continue calming down and later apologized to staff. [Client D] and</p>			

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	<p>[client A] was calm for the rest of the night. Staff will continue to follow individuals (sic) behavior support plans." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/6/14...Date of knowledge: 10/6/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/6/14 [client D] and staff were in the laundry area putting a load of clothes in the washing machine. When staff turned her head to showed (sic) her how to start the washing machine [client D] left the laundry area. While staff was bent over setting the cycle on the machine another staff saw [client D] leave out the front door and saw [client D] walking up the driveway. Staff immediately followed [client D], asking her to come back in the house. [Client D] said no and told staff to stop following her. [Client D] then stopped at the woods and attempted to go into the woods but then paused when she saw the company van pull up. [Client D] stood there while staff was redirecting her to go back to the house. [Client D] said no and saw a pick up truck driving up the street. [Client D] attempted to walk in front of the truck but staff intervened and redirected her away from the street. [Client D] then look (sic) at staff and said</p>						

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	'quit following me you're going to be the one to get hit by the car' and started walking close to the company van that was following her at the same time staff was following her on foot. After a few minutes [client D] walked (sic) tried to walk in front of the van but staff hit the breaks (sic) and another staff redirected her out of the street. [Client D] then walked onto a neighbors (sic) property, down the driveway to the back of the house, into the neighboring yard down into the back yard while staff was still following her and redirecting her. Staff was told to do a physical escort back to the home because she was trespassing. Staff tried to get closer to [client D] but [client D] started picking up rocks and throwing them at staff. [Client D] refused all verbal redirection and ran ahead of staff, picked up a gas container in the backyard and started to pour it on herself. Staff called the police. Once the gas container was empty [client D] picked up a container of motor oil and pour (sic) onto the ground. Staff continued to try to redirect [client D]. [Client D] then saw that staff was coming toward her and picked up a lighter to light herself on fire but could not operate the lighter. [Client D] then saw that staff was closer to her again and took a glass beer bottle and broke it over a log. At first she directed the bottle at staff and			
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	<p>threaten (sic) to stab them with (sic) but then started to cut herself on her neck and wrist, laughing as she cut herself. Staff continued to try to redirect [client D] but [client D] refused all redirection and then asked staff when was (sic) the police coming. When the police arrived, [client D] then tried to run into the woods. The police officer said to her that he had a dog and if she was to try to run he would release the dog and she will (sic) be bitten. The police officer told staff to back up and then he walked up to her and put her into hand cuffs (sic) and waited until the ambulance arrived. [Client D] was then transported to [Hospital] where she was admitted to [Hospital]. Staff will continue to follow [client D's] Behavior plan. The team will meet to discuss needed changes in [client D's] behavior plan." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/10/14...Date of knowledge: 10/10/14...Submitted date: 10/13/14 involving client D indicated client D called 911 and when the police arrived walked out of the home to the police car and told the officers she wanted to hang herself. It was discovered client D had ripped up a pair of under wear (sic) and tied a string</p>						

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	<p>around her neck. The police escorted her to the hospital. Client D was discharged back to the group home via ambulance. While paramedics attempted to put client D in the home she became physically aggressive with staff and required being placed in a physical restraint. Client D was transported back to the hospital where the police were called due to client D making an accusation staff attacked (sic) her. Staff was informed client D would be admitted due to the allegation. The next day client D was sent back to the group home." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 involving client D indicated: "On 10/14/14 [client D] woke up at 5:30 A.M. and used the washroom. [Client D] then wanted to get dressed. Staff helped her to get her clothes together, [client D] got dressed and then staff helped her put a load of clothes in the washer. [Client D] then made three pancakes and ate a yogurt for breakfast. After eating [client D] got up from the dinning (sic) room table and walked out of the front door with staff following close behind her. Staff asked [client D] was she leaving and [client D] said yes. Staff tried to redirect [client D] back to the home but [client D] refused.</p>				

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	<p>Staff continued to follow her while calling the emergency services (911) and reported that the individual had eloped from the home while continuing to follow [client D]. Staff then followed [client D] as she walked in the neighbors (sic) yard. Staff tried to redirect her to the house (and) she continued to refuse. [Client D] then saw a school bus approaching and tried to get on the bus. Staff warned the bus driver not to open the door. [Client D] then proceeded to walk through more neighbors yard (sic) with staff following behind her still trying to redirect her. The police arrived and talked to [client D]. [Client D] then stated that she did not want to come back to the site because she would hurt the other people at the site, so the police transported her to the hospital to be evaluated. Once at the hospital [client D] was evaluated and released. [Client D] arrived at the home at 2:30 P.M.. Staff will continue to follow the individuals (sic) behavior plan." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 indicated: "On 10/14/14 [client D] was sitting in the front common area with staff and an (sic) house mate watching t.v. [Client D] then called for another staff to the common</p>						

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	<p>area. She asked staff for 3 P.M. snack. [Client D] had just returned home at 2:30 P.M. she just ate a full meal that she choose (sic). Staff asked [client D] to tell staff what time it was. She stated 3:41 P.M. Staff then told [client D] she just had a whole meal that she picked herself. She then ignored staff and went into the kitchen, staff followed. Once in the kitchen, [client D] began to ask for peanut butter....[Client D] asked if she could go for a walk herself. Staff told [client D] that if she did so and trespassed on anyone's property that the owner has the right to call the police and/or shoot her. She said she doesn't care. Staff also stated to [client D] that she could go to jail, she said she doesn't care....[Client D] walked into another neighbor's yard against staff's advice not to. The police were called and [client D] was escorted back to the home....after [client D] was out of the police car [client D] spit on the staff closest to her. The officers talked with [client D] and escorted her to her room. Once in her room [client D] began throwing her dresser drawers at staff, as the officers were leaving. The officers then took [client D] to jail where she was charged with Disorderly Conduct." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p>						

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	<p>A review of the facility's "Policy and Procedure Concerning Abuse, Neglect and Exploitation," dated 2/27/14 was conducted at the facility's administrative office on 11/6/14 at 11:00 A.M. and indicated, in part, the following:</p> <p>"Dungarvin believes that each individual has the right to be free from mental, emotional and physical abuse in his/her daily life....Abuse, neglect or exploitation of the individuals' served is strictly prohibited in any Dungarvin service delivery setting....Physical abuse is defined as any act which constitutes a violation of the assault, prostitution or criminal sexual conduct statutes including intentionally touching another person in a rude, insolent or angry manner, willful infliction of injury, unauthorized restraint/confinement resulting from physical or chemical intervention....Emotional/verbal abuse is defined as non-therapeutic conduct which produces or could reasonably be expected to produce pain or injury and is not accidental, or any repeated conduct which produces or could reasonably be expected to produce mental or emotional distress, including communicating with words or actions in a individual's presence with intent to cause fear of retaliation, fear of confinement or restraint, cause an individual to experience emotional</p>			

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	<p>humiliation or distress...Neglect is defined as failure to provide appropriate care, supervision, or training, failure to provide food and medical services as needed, failure to provide a safe, clean and sanitary environment and failure to provide medical supplies/safety equipment as indicated in the individual's Individual Support Plan (ISP)...The Supervisor, or Program Coordinator/Senior Director, or his/her delegate will conduct a thorough investigation of the reported incident. The investigation will include the following:</p> <ol style="list-style-type: none"> 1. Review of witnesses. 2. Any evidence or previous abuse or neglect. 3. All other evidence to determine the veracity and seriousness of the charge. <p>...The facility investigation will be completed within five (5) business days, and a summary of results of the investigation will be forwarded to the administrator within five (5) business days of the incident."</p> <p>An interview with the Program Director/Qualified Intellectual Disabilities Professional (PD/QIDP) was conducted on 11/14/14 at 4:20 P.M. The PD/QIDP indicated the facility's abuse/neglect policy should be followed</p>			

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	<p>at all times. The PD/QIDP indicated there was no written documentation to indicate investigations were completed in regards to the mentioned incidents. The PD/QIDP indicated clients A, B and D's BSPs (Behavior Support Plans) were not reviewed after the mentioned incidents. The PD/QIDP further indicated there was no documentation available for review to indicate any measures were put in place to prevent recurrence of clients A, B, C and D's elopement, physical aggression and self injurious behaviors.</p> <p>This federal tag relates to complaints #IN00158936 and #IN00158868.</p> <p>9-3-2(a)</p>				

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W000154	<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 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to provide written evidence thorough investigations were conducted in regard to incidents of client to client aggression, elopements, Self Injurious Behavior (SIB) and elopement/trespass which led to incarceration.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports, Internal Reports (IR) and investigation records was conducted on 11/3/14 at 1:45 P.M. Review of the facility's investigation records indicated:</p> <p>Incidents involving client A:</p> <p>-BDDS report dated 10/4/14 indicated client A had an incident of SIB in which</p>	W000154	<p>W 154 483.420(d)(3) STAFF TREATMENT OF CLIENTS</p> <p>In conjunction with the Plans of Correction for W122, W149, W157, W159, and W9999, the Area Director, House Manager, and QDDP have reviewed this Standard. Due to Client D's needs and IDT discussion, on 10/20/14 Client D was discharged from cited facility and admitted to a more appropriate facility due to her significant behavioral needs. During an investigation into the 10/6/14 incident in which client D eloped from the home and resulted in SIB, an interview on 11/3/14 revealed an allegation of neglect. Immediately, three staff were suspended pending completion of the investigation. The investigation was completed on 11/21/14 and the allegation was substantiated. All three staff were terminated from employment for</p>	12/19/2014

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	<p>she scratched her arms. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/13/14 indicated client A had an incident of SIB causing a 1 inch long surface deep scratch on her left forearm with bleeding. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 indicated client A had an incident of SIB causing a 20 centimeter long and surface deep scratch on her left forearm. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/17/14 indicated client A had an incident of SIB causing a 15 centimeter long and 1 centimeter deep scratch on her leg. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/19/14 indicated client A had an incident of SIB; punched the wall and banged her head into the wall causing it to bleed. No documentation was submitted for review</p>		<p>neglect. The Area Director, House Manager, and QDDP have been retrained on ensuring the facility conducts thorough investigations into any incidents that may allege client abuse/neglect, such as those of elopement, client to client aggression, and SIB. The House Manager and/or QDDP will promptly report to the Area Director, per Policy, and the Area Director will monitor and ensure compliance with this Standard.</p> <p>Beginning 11/19/14 and continuing through 12/19/14, then at least every week thereafter if in compliance, QDDP, House Manager, Nurse, and/or Behaviorist have been conducting observations at least 5 times per week to ensure this Standard is being met and that all staff are consistently following the Individuals' plans and following policy/procedures.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, QDDP, Nurse, and Behaviorist</p>		

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	<p>to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/21/14 indicated client A had an incident of elopement from the home and had an incident SIB in which she cut herself with a paperclip. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/22/14 indicated client A had an incident of SIB of banging her head on the concrete floor while being physically controlled. When released after being calm, client A wrapped her shirt around her neck. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/23/14 indicated client A had an incident of SIB of banging her head. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/24/14 indicated client A had an incident of SIB of hitting herself in the eyes, arms and chest and wrapping her shirt around her neck. No documentation was submitted for review to indicate the facility conducted an</p>						

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	<p>investigation in regard to this incident.</p> <p>-BDDS report dated 10/25/14 indicated client A had an incident of SIB of banging her head on the wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/29/14 indicated client A had an incident of SIB of banging her head on the laundry room wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/30/14 indicated client A had an incident of SIB of banging her head on the bathroom wall. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/31/14 indicated client A had an incident of SIB; tied her socks around her neck and cut herself with a piece of glass causing a 1 inch long surface deep scratch to her left arm. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 11/4/14 indicated</p>				

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	<p>client A had an incident of SIB; kicked wall with foot and complained of pain afterward and went to the ER (Emergency Room) to be checked. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/15/14 involving clients A and B indicated: "On 10/15/14 [client B] and [client A] greeted staff at the front door when she walked in. [Client A] wanted to talk to staff but [client B] told [client A] that she could not talk to staff because she was her staff. [Client A] became agitated and came to talk to another staff so that she could talk through her agitation. [Client A] began to tell staff what [client B] told her about not talking to staff. As [client A] was talking to staff [client B] came running in the common area front and started charging at [client A] stating that she was a liar. Staff jumped in front of [client A] to stop [client B] from attacking her. [Client B] then started punching, scratching and trying to bite staff. Staff tried to verbally redirect he (sic) but [client B] refused redirection and had to be put in a two person hold (arm over arm)because (sic) she refused to calm down. [Client B] then dropped her weight to sit on the ground. Staff still had [client B] in a hold when [client A]</p>			

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	<p>was instructed to go to her room. While [client A] was walking to the other side of the house she kicked [client B] on the right side of the face making a bruise. [Client B] became even more angry and started fighting staff even harder to get out of the hold. Staff tried to redirect [client B] several times by asking her to calm down. She refused repeatedly and started making threats stating that she was going to 'beat staff a--' and that she was going to tell staff member and Qualified Mental Retardation Professional (QMRP) that staff beat on her so that she could get staff in trouble because she was sick of these b-----s. [Client B] also stated that she was going to have house mate [client D] beat staff a- - as well. [Client B] refused to calm down so staff had to hold her right arm and another staff held her left arm and walked [client B] to her room to calm down. Once staff left out of [client B's] room she started yelling and screaming and started throwing things in her bedroom. [Client B] then came running out of her bedroom and went out the door of the front patio. As [client B] was running she did not realize it was wet outside and fell down on her buttocks....Staff had to place [client B] in another hold and walked her in her bedroom. [Client B] began to damage her dresser and started tearing up her</p>			

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	<p>room. [Client B] began beating the window with the dresser drawer. Staff went outside to keep distance but keep a close watch on [client B] and as staff was standing outside her bedroom window [client B] began to hit herself in the head repeatedly with one of the dresser draws. At this point [client B] was becoming a danger to herself. Staff asked [client B] to please calm down and stop hitting herself. she (sic) refused and staff entered her room and removed the drawer from her hand and as staff pivot (sic) to place the dresser drawer down [client B] kicked staff in the neck. Staff stepped back and then had to help another staff member put [client B] in another two person so that she could calm down...Staff will continue to support the individual with the plans she have (sic) in place." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incident involving client B indicated:</p> <p>-BDDS report dated 10/24/14 involving clients A and B indicated: "On 10/24/14 [client B] was sitting at the dinning (sic) table when her housemate [client A] ran up to her with staff running behind her and slapped [client B] in the face. [Client B] yelled but staff was able to redirect</p>						

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	<p>both individuals to separate rooms. [Client A] then went to lay (sic) in her bed and [client B] went to the office to talk with staff. No further incidents between the two occurred. Staff will continue to follow the protocol instructing them to keep the individuals separated when in the stat (sic) of being agitated." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incident involving client C indicated:</p> <p>-BDDS report dated 10/20/14 involving clients A and C indicated: "On 10/20/14 Staff moved [client A] (sic) basket of laundry to the utility room because [client A] was not allowed to go through her clothes during safety watch. Staff tried to redirect [client A] to get her out of the utility room and into the common area but she told staff 'Shut the h--l up talking to me!' Staff continued to watch [client A] as she was in the utility room and when she turned to walk out she turned around and punched staff in the back of the head as she was passing her. [Client A] (sic) housemate then came out of her room and asked [client A] why did she do that. [Client A] told her to 'mind her business.' Staff redirected [client C] to go back to her room but she continued to</p>			
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	<p>argue with [client A] about hitting staff. Staff stepped in between [client A] and [client C] but [client A] then swung around staff to punch [client C] in the arm. [Client C] then hit her back and pushed [client A] to the ground. [Client A] stayed on the ground with staff, while another staff walked [client C] to her room. Staff then inspected both individuals for injuries and found non (sic). Ten minutes later [client A] was in the dining room sitting at the table when [client C] came out of her room after being asked to stay in her room while staff was dealing with an (sic) situation with her housemate. Staff tried to redirect her and [client C] said 'I'm not going to hit the B---h, I'm going to go to the office to take my meds.' Staff told [client C] it was not time for her meds yet, when [client A] told [client C] to 'shut the f--k up n---r.' Staff stepped between the two individuals again attempting to get [client C] to leave the area. [Client C] refused and continued arguing with [client A]. [Client A] then pushed staff and punched [client C] in the face, hitting her lip. [Client C] then began to punch at [client A] only landing two punches (one to [client A] lip and the other to her arm). Staff separated the two individuals by escorting (arm over arm) [client C] to her room and blocking [client A] from [client C]. The two</p>			

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	<p>individuals remained separated for the rest of the night with no further incidents between the two." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>Incidents involving client D indicated:</p> <p>-BDDS report dated 10/4/14 indicated: 'On 10/3/14 (sic) [client D] started looking in the drawers in the kitchen, telling staff she was trying (sic) to see where everything was. [Client D] attempted to put a plastic glove, a zip lock bag and an (sic) sheet of paper into the microwave. Staff redirected her and an (sic) her housemate started talking to staff about her putting paper in the microwave. [Client D] heard her housemate and walked out the front door. Staff was right behind her and was able to redirect her back into the house. Once in the house another housemate started yelling at [client D] because she thought she said something about another housemate. Staff intervened and [client D] went into her room before coming back out her room and ran out the front door. Staff ran behind her while another staff got into the house van to follow. While walking she waved down a neighbor who was driving past and tried to talk them into doing something for her.</p>			

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	<p>Staff was with her and intervened again and the neighbor kept driving. [Client D] yelled 'What?' to staff before running to another neighbors (sic) home and started knocking on the door. The neighbor opened the door but turned her away and staff still was with [client D]. [Client D] then became agitated and ran to the backyard and disappeared from staff's sight. Staff called the Qualified Developmental Disabilities Professional (QDDP) and then the police. [Client D] was out of line of sight for 4 minutes. [Client D] had walked into a neighbors (sic) home who left their door open. The neighbors were able to get her to leave their home and staff saw her. Staff tried to redirect [client D] into the home van to go back to the group home. [Client D] stated that she was waiting on the police, fire department and ambulance. Staff then continued trying to redirect back to the home and [client D] refused. [Client D] then tried to hide behind some bushes in the neighbors (sic) yard when the police showed up at 6:22 P.M. The police then told her they were not taking her to jail and that's when she told them that staff was beating her and that she wanted to go to the hospital. The police told her they could not take her to the hospital because she was not in pain or bleeding. [Client D] then started complaining about her hip hurting. The</p>			

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	<p>police then asked why did (sic) walk so far if her hip hurt and [client D] just smiled. The police also told (sic) stated that if staff was hitting her why is there no bruises. [Client D] just smiled again. After talking with the police a while longer [client D] got into the van and went home. Once at the home [client D] at (sic) dinner, took her meds and went into her bedroom to go to sleep. No further incidents have happened at this time. Staff will continue to follow her behavior support plan." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/5/14 involving clients A and D indicated: "On 10/5/14 [client D] was in her bedroom changing clothes, when she was asked by staff to clean her plate from the dining room table. [Client D] replied and said yes before taking her plate to the kitchen to clean it. [Client D] then walked to the front door and staff asked her if she wanted to color or work on her spelling. [Client D] stated 'No' and walked out the front door. Staff immediately followed behind [client D] to insure her safety an (sic) to redirect her back into the home. [Client D] then tried to run into the woods but staff stopped her by stepping in front of her and verbally redirecting</p>			

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	<p>her to the house. As she was walking into the home [client D] turned around, spit on staff and started cursing at staff. Staff tried to redirect her but [client D] became more aggressive and started putting her fingers in staff (sic) face. Staff stepped back when her housemate [client A] tried to walk by to go to her room and saw [client D] cursing at staff. [Client A] then screamed 'I hate you. I'm sick of this s--t.' Staff told [client A] to go to her room. [Client D] turned to [client A] and hit her. [Client A] then proceeded to hit her back. Staff intervened but the individuals would not let each other go. As staff was separating the two and (sic) [client D] scratched [client A] on the top of her nose a quarter of an inch long and surface deep. [Client A] calmed down and went to her room while [client D] refused to calm or listen to verbal redirection. [Client D] then tried to go after [client A] again even though [client A] was no longer in the area. Staff did an (sic) physical hold on [client D] after she attempted to throw an (sic) fire extinguisher. [Client D] was in an (sic) hold for fifteen minutes before calming down. [Client D] then went to her room to continue calming down and later apologized to staff. [Client D] and [client A] was calm for the rest of the night. Staff will continue to follow individuals (sic) behavior support plans."</p>			
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	<p>No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/6/14...Date of knowledge: 10/6/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/6/14 [client D] and staff were in the laundry area putting a load of clothes in the washing machine. When staff turned her head to showed (sic) her how to start the washing machine [client D] left the laundry area. While staff was bent over setting the cycle on the machine another staff saw [client D] leave out the front door and saw [client D] walking up the driveway. Staff immediately followed [client D], asking her to come back in the house. [Client D] said no and told staff to stop following her. [Client D] then stopped at the woods and attempted to go into the woods but then paused when she saw the company van pull up. [Client D] stood there while staff was redirecting her to go back to the house. [Client D] said no and saw a pick up truck driving up the street. [Client D] attempted to walk in front of the truck but staff intervened and redirected her away from the street. [Client D] then look (sic) at staff and said 'quit following me you're going to be the one to get hit by the car' and started walking close to the company van that</p>			
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	<p>was following her at the same time staff was following her on foot. After a few minutes [client D] walked (sic) tried to walk in front of the van but staff hit the breaks (sic) and another staff redirected her out of the street. [Client D] then walked onto a neighbors (sic) property, down the driveway to the back of the house, into the neighboring yard down into the back yard while staff was still following her and redirecting her. Staff was told to do a physical escort back to the home because she was trespassing. Staff tried to get closer to [client D] but [client D] started picking up rocks and throwing them at staff. [Client D] refused all verbal redirection and ran ahead of staff, picked up a gas container in the backyard and started to pour it on herself. Staff called the police. Once the gas container was empty [client D] picked up a container of motor oil and pour (sic) onto the ground. Staff continued to try to redirect [client D]. [Client D] then saw that staff was coming toward her and picked up a lighter to light herself on fire but could not operate the lighter. [Client D] then saw that staff was closer to her again and took a glass beer bottle and broke it over a log. At first she directed the bottle at staff and threaten (sic) to stab them with (sic) but then started to cut herself on her neck and wrist, laughing as she cut herself. Staff</p>			

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	<p>continued to try to redirect [client D] but [client D] refused all redirection and then asked staff when was (sic) the police coming. When the police arrived, [client D] then tried to run into the woods. The police officer said to her that he had a dog and if she was to try to run he would release the dog and she will (sic) be bitten. The police officer told staff to back up and then he walked up to her and put her into hand cuffs and waited until the ambulance arrived. [Client D] was then transported to [Hospital] where she was admitted to [Hospital]. Staff will continue to follow [client D's] Behavior plan. The team will meet to discuss needed changes in [client D's] behavior plan." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/10/14...Date of knowledge: 10/10/14...Submitted date: 10/13/14 involving client D indicated client D called 911 and when the police arrived walked out of the home to the police car and told the officers she wanted to hang herself. It was discovered client D had ripped up a pair of underwear and tied a string around her neck. The police escorted her to the hospital. Client D was discharged back to the group home via ambulance. While</p>			

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	<p>paramedics attempted to put client D in the home she became physically aggressive with staff and required being placed in a physical restraint. Client D was transported back to the hospital where the police were called due to client D making an accusation staff attacked her. Staff was informed client D would be admitted due to the allegation. The next day client D was sent back to the group home. No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 involving client D indicated: "On 10/14/14 [client D] woke up at 5:30 A.M. and used the washroom. [Client D] then wanted to get dressed. Staff helped her to get her clothes together, [client D] got dressed and then staff helped her put a load of clothes in the washer. [Client D] then made three pancakes and ate a yogurt for breakfast. After eating [client D] got up from the dinning (sic) room table and walked out of the front door with staff following close behind her. Staff asked [client D] was she leaving, and [client D] said yes. Staff tried to redirect [client D] back to the home but [client D] refused. Staff continued to follow her while calling the emergency services (911) and reported that the individual had eloped</p>			

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	<p>from the home while continuing to follow [client D]. Staff then followed [client D] as she walked in the neighbors (sic) yard. Staff tried to redirect her to the house she continued to refuse. [Client D] then saw a school bus approaching and tried to get on the bus. Staff warned the bus driver not to open the door. [Client D] then proceeded to walk through more neighbors yard (sic) with staff following behind her still trying to redirect her. The police arrived and talked to [client D]. [Client D] then stated that she did not want to come back to the site because she would hurt the other people at the site, so the police transported her to the hospital to be evaluated. Once at the hospital [client D] was evaluated and released. [Client D] arrived at the home at 2:30 P.M. Staff will continue to follow the individuals(sic) behavior plan." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>-BDDS report dated 10/14/14 indicated: "On 10/14/14 [client D] was sitting in the front common area with staff and an (sic) house mate watching t.v. [Client D] then called for another staff to the common area. She asked staff for 3 P.M. snack. [Client D] had just returned home at 2:30 P.M. she just ate a full meal that she</p>			
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	<p>choose (sic). Staff asked [client D] to tell staff what time it was. She stated 3:41 P.M. Staff then told [client D] she just had a whole meal that she picked herself. She then ignored staff and went into the kitchen, staff followed. Once in the kitchen, [client D] began to ask for peanut butter....[Client D] asked if she could go for a walk herself. Staff told [client D] that if she did so and trespassed on anyone's property that the owner has the right to call the police and/or shoot her. She said she doesn't care. Staff also stated to [client D] that she could go to jail, she said she doesn't care....[Client D] walked into another neighbor's yard against staff's advice not to. The police were called and [client D] was escorted back to the home....after [client D] was out of the police car [client D] spit on the staff closest to her. The officers talked with [client D] and escorted her to her room. Once in her room [client D] began throwing her dresser drawers at staff, as the officers were leaving. The officers then took [client D] to jail where she was charged with Disorderly Conduct." No documentation was submitted for review to indicate the facility conducted an investigation in regard to this incident.</p> <p>An interview with the Program Director/Qualified Intellectual</p>			
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W000157	<p>Disabilities Professional (PD/QIDP) was conducted on 11/6/14 at 2:30 P.M. The PD/QIDP indicated there was no written documentation to indicate investigations were completed in regard to the mentioned incidents. The PD/QIDP further indicated the incidents should have been investigated.</p> <p>This federal tag relates to complaints #IN00158936 and #IN00158868.</p> <p>9-3-2(a)</p> <p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken. Based on record review and interview, for 2 of 2 sampled clients and 2 additional clients (clients A, B, C and D), the facility failed to take sufficient/effective corrective measures to prevent client to client aggression, Self</p>	W000157	<p>W 157 483.420(d)(4) STAFF TREATMENT OF CLIENTS</p> <p>In conjunction with the Plans of</p>	12/19/2014

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	<p>Injurious Behavior and elopement.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports, Internal Reports (IR) and investigation records was conducted on 11/3/14 at 1:45 P.M. Review of the facility's investigation records indicated:</p> <p>Incidents involving client A:</p> <p>-BDDS report dated 10/4/14 indicated client A had an incident of SIB in which she scratched her arms.</p> <p>-BDDS report dated 10/13/14 indicated client A had an incident of SIB causing a 1 inch long surface deep scratch on her left forearm with bleeding.</p> <p>-BDDS report dated 10/14/14 indicated client A had an incident of SIB causing a 20 centimeter long and surface deep scratch on her left forearm.</p> <p>-BDDS report dated 10/17/14 indicated client A had an incident of SIB causing a 15 centimeter long and 1 centimeter deep scratch on her leg.</p> <p>-BDDS report dated 10/19/14 indicated client A had an incident of SIB; punched</p>		<p>Correction for W122, W149, W154, W159, and W9999, the Area Director, House Manager, and QDDP have reviewed this Standard. Due to Client D's needs and IDT discussion, on 10/20/14 Client D was discharged from cited facility and admitted to a more appropriate facility due to her significant behavioral needs. During an investigation into the 10/6/14 incident in which client D eloped from the home and resulted in SIB, an interview on 11/3/14 revealed an allegation of neglect. Immediately, three staff were suspended pending completion of the investigation. The investigation was completed on 11/21/14 and the allegation was substantiated. All three staff were terminated from employment for neglect.</p> <p>Each of the facility's Individuals' IDTs have met and revised protocol to ensure appropriate corrective action on incidents verified to prevent further elopement, client to client abuse, and SIB. All staff have been trained to ensure competency in implementing these protocol. Each Individual's IDT will monitor the effectiveness of these and meet as necessary to ensure no further recurrence of elopement, abuse towards other clients, and SIB. The Area Director, House Manager, and QDDP have been retrained on ensuring the facility implements its</p>				

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	<p>the wall and banged her head into the wall causing it to bleed.</p> <p>-BDDS report dated 10/21/14 indicated client A had an incident of elopement from the home and had an incident of SIB in which she cut herself with a paperclip.</p> <p>-BDDS report dated 10/22/14 indicated client A had an incident of SIB of banging her head on the concrete floor while being physically controlled. When released after being calm, client A wrapped her shirt around her neck.</p> <p>-BDDS report dated 10/23/14 indicated client A had an incident of SIB of banging her head.</p> <p>-BDDS report dated 10/24/14 indicated client A had an incident of SIB of hitting herself in the eyes, arms and chest and wrapping her shirt around her neck.</p> <p>-BDDS report dated 10/25/14 indicated client A had an incident of SIB of banging her head on the wall.</p> <p>-BDDS report dated 10/29/14 indicated client A had an incident of SIB of banging her head on the laundry room wall.</p>		<p>written policies and procedures to prevent abuse/neglect of any clients in regards to client to client aggression, client elopement, and SIB; to conduct thorough investigations into any incidents of elopement, client to client aggression, and SIB; to ensure all Individuals' IDT's meet promptly and address incidents of elopement, client to client abuse, and SIB; to ensure sufficient/effective corrective measures are put in place to prevent recurrence of elopement, client to client abuse, and SIB. The House Manager and/or QDDP will promptly report to the Area Director, per Policy, and the Area Director will monitor and ensure compliance with this Standard.</p> <p>Beginning 11/19/14 and continuing through 12/19/14, then at least every week thereafter if in compliance, QDDP, House Manager, Nurse, and/or Behaviorist have been conducting observations at least 5 times per week to ensure this Standard is being met and that all staff are consistently following the Individuals' plans and following policy/procedures.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, QDDP,</p>		

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	<p>-BDDS report dated 10/30/14 indicated client A had an incident of SIB of banging her head on the bathroom wall.</p> <p>-BDDS report dated 10/31/14 indicated client A had an incident of SIB; tied her socks around her neck and cut herself with a piece of glass causing a 1 inch long surface deep scratch to her left arm.</p> <p>-BDDS report dated 11/4/14 indicated client A had an incident of SIB; kicked wall with foot and complained of pain afterward and went to the ER (Emergency Room) to be checked.</p> <p>-BDDS report dated 10/15/14 involving clients A and B indicated: "On 10/15/14 [client B] and [client A] greeted staff at the front door when she walked in. [Client A] wanted to talk to staff but [client B] told [client A] that she could not talk to staff because she was her staff. [Client A] became agitated and came to talk to another staff so that she could talk through her agitation. [Client A] began to tell staff what [client B] told her about not talking to staff. As [client A] was talking to staff [client B] came running in the common area front and started charging at [client A] stating that she was a liar. Staff jumped in front of [client A] to stop [client B] from attacking her. [Client B] then started punching,</p>		Nurse, and Behaviorist	

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	scratching and trying to bite staff. Staff tried to verbally redirect he (sic) but [client B] refused redirection and had to be put in a two person hold (arm over arm)because (sic) she refused to calm down. [Client B] then dropped her weight to sit on the ground. Staff still had [client B] in a hold when [client A] was instructed to go to her room. While [client A] was walking to the other side of the house she kicked [client B] on the right side of the face making a bruise. [Client B] became even more angry and started fighting staff even harder to get out of the hold. Staff tried to redirect [client B] several times by asking her to calm down. She refused repeatedly and started making threats stating that she was going to 'beat staff a--' and that she was going to tell staff member and Qualified Mental Retardation Professional (QMRP) that staff beat on her so that she could get staff in trouble because she was sick of these b-----s. [Client B] also stated that she was going to have house mate [client D] beat staff a-- as well. [Client B] refused to calm down so staff had to hold her right arm and another staff held her left arm and walked [client B] to her room to calm down. Once staff left out of [client B] (sic) room she started yelling and screaming and started throwing things in her bedroom. [Client B] then came			

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	<p>running out of her bedroom and went out the door of the front patio. As [client B] was running she did not realize it was wet outside and fell down on her buttocks....Staff had to place [client B] in another hold and walked her in her bedroom. [Client B] began to damage her dresser and started tearing up her room. [Client B] began beating the window with the dresser drawer. Staff went outside to keep distance but keep a close watch on [client B] and as staff was standing outside her bedroom window [client B] began to hit herself in the head repeatedly with one of the dresser draws. At this point [client B] was becoming a danger to herself. Staff asked [client B] to please calm down and stop hitting herself. she (sic) refused and staff entered her room and removed the drawer from her hand and as staff pivot (sic) to place the dresser drawer down [client B] kicked staff in the neck. Staff stepped back and then had to help another staff member put [client B] in another two person so that she could calm down...Staff will continue to support the individual with the plans she have (sic) in place."</p> <p>Incidents involving client B indicated:</p> <p>-BDDS report dated 10/24/14 involving clients A and B indicated: "On 10/24/14</p>			

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	<p>[client B] was sitting at the dinning table when her housemate [client A] ran up to her with staff running behind her and slapped [client B] in the face. [Client B] yelled but staff was able to redirect both individuals to separate rooms. [Client A] then went to lay (sic) in her bed and [client B] went to the office to talk with staff. No further incidents between the two occurred. Staff will continue to follow the protocol instructing them to keep the individuals separated when in the stat (sic) of being agitated."</p> <p>Incident involving client C indicated:</p> <p>-BDDS report dated 10/20/14 involving clients A and C indicated: "On 10/20/14 Staff moved [client A] (sic) basket of laundry to the utility room because [client A] was not allowed to go through her clothes during safety watch. Staff tried to redirect [client A] to get her out of the utility room and into the common area but she told staff 'Shut the h--l up talking to me!' Staff continued to watch [client A] as she was in the utility room and when she turned to walk out she turned around and punched staff in the back of the head as she was passing her. [Client A] (sic) housemate then came out of her room and asked [client A] why did she do that. [Client A] told her to 'mind her business.' Staff redirected [client C] to</p>			

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	<p>go back to her room but she continued to argue with [client A] about hitting staff. Staff stepped in between [client A] and [client C] but [client A] then swung around staff to punch [client C] in the arm. [Client C] then hit her back and pushed [client A] to the ground. [Client A] stayed on the ground with staff, while another staff walked [client C] to her room. Staff then inspected both individuals for injuries and found non (sic). Ten minutes later [client A] was in the dining room sitting at the table when [client C] came out of her room after being asked to stay in her room while staff was dealing with an (sic) situation with her housemate. Staff tried to redirect her and [client C] said 'I'm not going to hit the B---h, I'm going to go to the office to take my meds.' Staff told [client C] it was not time for her meds yet, when [client A] told [client C] to 'shut the f--k up n----r.' Staff stepped between the two individuals again attempting to get [client C] to leave the area. [Client C] refused and continued arguing with [client A]. [Client A] then pushed staff and punched [client C] in the face, hitting her lip. [Client C] then began to punch at [client A] only landing two punches (one to [client A's] lip and the other to her arm). Staff separated the two individuals by escorting (arm over arm) [client C] to her room and blocking</p>			

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	<p>[client A] from [client C]. The two individuals remained separated for the rest of the night with no further incidents between the two."</p> <p>Incidents involving client D indicated:</p> <p>-BDDS report dated 10/4/14 indicated: 'On 10/3/14 (sic) [client D] started looking in the drawers in the kitchen, telling staff she was trying (sic) to see where everything was. [Client D] attempted to put a plastic glove, a zip lock bag and an (sic) sheet of paper into the microwave. Staff redirected her and an (sic) her housemate started talking to staff about her putting paper in the microwave. [Client D] heard her housemate and walked out the front door. Staff was right behind her and was able to redirect her back into the house. Once in the house another housemate started yelling at [client D] because she thought she said something about another housemate. Staff intervened and [client D] went into her room before coming back out her room and ran out the front door. Staff ran behind her while another staff got into the house van to follow. While walking she waved down a neighbor who was driving past and tried to talk them into doing something for her. Staff was with her and intervened again and the neighbor kept driving. [Client D]</p>			
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	<p>yelled 'What?' to staff before running to another neighbors (sic) home and started knocking on the door. The neighbor opened the door but turned her away and staff still was with [client D]. [Client D] then became agitated and ran to the backyard and disappeared from staff's sight. Staff called the Qualified Developmental Disabilities Professional (QDDP) and then the police. [Client D] was out of line of sight for 4 minutes. [Client D] had walked into a neighbors (sic) home who left their door open. The neighbors were able to get her to leave their home and staff saw her. Staff tried to redirect [client D] into the home van to go back to the group home. [Client D] stated that she was waiting on the police, fire department and ambulance. Staff then continued trying to redirect back to the home and [client D] refused. [Client D] then tried to hide behind some bushes in the neighbors (sic) yard when the police showed up at 6:22 P.M. The police then told her they were not taking her to jail and that's when she told them that staff was beating her and that she wanted to go to the hospital. The police told her they could not take her to the hospital because she was not in pain or bleeding. [Client D] then started complaining about her hip hurting. The police then asked why did (sic) walk so far if her hip hurt and [client D] just</p>			

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	<p>smiled. The police also told (sic) stated that if staff was hitting her why is (sic) there no bruises. [Client D] just smiled again. After talking with the police a while longer [client D] got into the van and went home. Once at the home [client D] at (sic) dinner, took her meds and went into her bedroom to go to sleep. No further incidents have happened at this time. Staff will continue to follow her behavior support plan."</p> <p>-BDDS report dated 10/5/14 involving clients A and D indicated: "On 10/5/14 [client D] was in her bedroom changing clothes, when she was asked by staff to clean her plate from the dining room table. [Client D] replied and said yes before taking her plate to the kitchen to clean it. [Client D] then walked to the front door and staff asked her if she wanted to color or work on her spelling. [Client D] stated 'No' and walked out the front door. Staff immediately followed behind [client D] to insure her safety an (sic) to redirect her back into the home. [Client D] then tried to run into the woods but staff stopped her by stepping in front of her and verbally redirecting her to the house. As she was walking into the home [client D] turned around, spit on staff and started cursing at staff. Staff tried to redirect her but [client D] became more aggressive and started</p>			

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	<p>putting her fingers in staff (sic) face. Staff stepped back when her housemate [client A] tried to walk by to go to her room and saw [client D] cursing at staff. [Client A] then screamed 'I hate you. I'm sick of this s--t.' Staff told [client A] to go to her room. [Client D] turned to [client A] and hit her. [Client A] then proceeded to hit her back. Staff intervened but the individuals would not let each other go. As staff was separating the two and (sic) [client D] scratched [client A] on the top of her nose a quarter of an inch long and surface deep. [Client A] calmed down and went to her room while [client D] refused to calm or listen to verbal redirection. [Client D] then tried to go after [client A] again even though [client A] was no longer in the area. Staff did an (sic) physical hold on [client D] after she attempted to throw an (sic) fire extinguisher. [Client D] was in an (sic) hold for fifteen minutes before calming down. [Client D] then went to her room to continue calming down and later apologized to staff. [Client D] and [client A] was (sic) calm for the rest of the night. Staff will continue to follow individuals (sic) behavior support plans."</p> <p>-BDDS report dated 10/6/14...Date of knowledge: 10/6/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/6/14 [client D] and staff were in</p>			

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	<p>the laundry area putting a load of clothes in the washing machine. When staff turned her head to showed (sic) her how to start the washing machine [client D] left the laundry area. While staff was bent over setting the cycle on the machine another staff saw [client D] leave out the front door and saw [client D] walking up the driveway. Staff immediately followed [client D], asking her to come back in the house. [Client D] said no and told staff to stop following her. [Client D] then stopped at the woods and attempted to go into the woods but then paused when she saw the company van pull up. [Client D] stood there while staff was redirecting her to go back to the house. [Client D] said no and saw a pick up truck driving up the street. [Client D] attempted to walk in front of the truck but staff intervened and redirected her away from the street. [Client D] then look (sic) at staff and said 'quit following me you're going to be the one to get hit by the car' and started walking close to the company van that was following her at the same time staff was following her on foot. After a few minutes [client D] walked (sic) tried to walk in front of the van but staff hit the breaks (sic) and another staff redirected her out of the street. [Client D] then walked onto a neighbors (sic) property, down the driveway to the back of the</p>			
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	<p>house, into the neighboring yard down into the back yard while staff was still following her and redirecting her. Staff was told to do a physical escort back to the home because she was trespassing. Staff tried to get closer to [client D] but [client D] started picking up rocks and throwing them at staff. [Client D] refused all verbal redirection and ran ahead of staff, picked up a gas container in the backyard and started to pour it on herself. Staff called the police. Once the gas container was empty [client D] picked up a container of motor oil and pour (sic) onto the ground. Staff continued to try to redirect [client D]. [Client D] then saw that staff was coming toward her and picked up a lighter to light herself on fire but could not operate the lighter. [Client D] then saw that staff was closer to her again and took a glass beer bottle and broke it over a log. At first she directed the bottle at staff and threaten (sic) to stab them with (sic) but then started to cut herself on her neck and wrist, laughing as she cut herself. Staff continued to try to redirect [client D] but [client D] refused all redirection and then asked staff when was the police coming. When the police arrived, [client D] then tried to run into the woods. The police officer said to her that he had a dog and if she was to try to run he would release the dog and she will (sic) be bitten. The</p>			

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	<p>police officer told staff to back up and then he walked up to her and put her into hand cuffs and waited until the ambulance arrived. [Client D] was then transported to [Hospital] where she was admitted to [Hospital]. Staff will continue to follow [client D's] Behavior plan. The team will meet to discuss needed changes in [client D's] behavior plan."</p> <p>-BDDS report dated 10/10/14...Date of knowledge: 10/10/14...Submitted date: 10/13/14 involving client D indicated client D called 911 and when the police arrived walked out of the home to the police car and told the officers she wanted to hang herself. It was discovered client D had ripped up a pair of underwear and tied a string around her neck. The police escorted her to the hospital. Client D was discharged back to the group home via ambulance. While paramedics attempted to put client D in the home she became physically aggressive with staff and required being placed in a physical restraint. Client D was transported back to the hospital where the police were called due to client D making an accusation staff attacked her. Staff was informed client D would be admitted due to the allegation. The next day client D was sent back to the group home.</p>			

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	<p>-BDDS report dated 10/14/14 involving client D indicated: "On 10/14/14 [client D] woke up at 5:30 A.M. and used the washroom. [Client D] then wanted to get dressed. Staff helped her to get her clothes together, [client D] got dressed and then staff helped her put a load of clothes in the washer. [Client D] then made three pancakes and ate a yogurt for breakfast. After eating [client D] got up from the dinning room table and walked out of the front door with staff following close behind her. Staff asked [client D] was she leaving,a and [client D] said yes. Staff tried to redirect [client D] back to the home but [client D] refused. Staff continued to follow her while calling the emergency services (911) and reported that the individual had eloped from the home while continuing to follow [client D]. Staff then followed [client D] as she walked in the neighbors yard. Staff tried to redirect her tot he house she continued to refuse. [Client D] then saw a school bus approaching and tried to get on the bus. Staff warned the bus driver not to open the door. [Client D] then proceeded to walk through more neighbors yard (sic) with staff following behind her still trying to redirect her. The police arrived and talked to [client D]. [Client D] then stated that she did not want to come back to the site because she would hurt the</p>			
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	<p>other people at the site, so the police transported her to the hospital to be evaluated. Once at the hospital [client D] was evaluated and released. [Client D] arrived at the home at 2:30 P.M. Staff will continue to follow the individuals behavior plan."</p> <p>-BDDS report dated 10/14/14 indicated: "On 10/14/14 [client D] was sitting in the front common area with staff and an (sic) house mate watching t.v. [Client D] then called for another staff to the common area. She asked staff for 3 P.M. snack. [Client D] had just returned home at 2:30 P.M. she just ate a full meal that she choose (sic). Staff asked [client D] to tell staff what time it was. She stated 3:41 P.M. Staff then told [client D] she just had a whole meal that she picked herself. She then ignored staff and went into the kitchen, staff followed. Once in the kitchen, [client D] began to ask for peanut butter....[Client D] asked if she could go for a walk herself. Staff told [client D] that if she did so and trespassed on anyone's property that the owner has the right to call the police and/or shoot her. She said she doesn't care. Staff also stated to [client D] that she could go to jail, she said she doesn't care....[Client A] walked into another neighbor's yard against staff's advice not to. The police were called and [client D]</p>			

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	<p>was escorted back to the home....after [client D] was out of the police car [client D] spit on the staff closest to her. The officers talked with [client D] and escorted her to her room. Once in her room [client A] began throwing her dresser drawers at staff, as the officers were leaving. The officers then took [client D] to jail where she was charged with Disorderly Conduct."</p> <p>A review of client A's record was conducted on 11/6/14 at 1:30 P.M. Client A's Behavioral Support Plan (BSP) dated 3/7/14 failed to indicate the facility reviewed client A's BSP after the documented incidents. Further review of client A's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to prevent recurrence.</p> <p>A review of client B's record was conducted on 11/6/14 at 1:30 P.M. Client B's Behavioral Support Plan (BSP) dated 5/15/14 failed to indicate the facility reviewed client B's BSP after the documented incidents. Further review of client B's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to prevent recurrence.</p> <p>A review of client D's record was</p>						

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	<p>conducted on 11/6/14 at 1:30 P.M. Client D's Behavioral Support Plan (BSP) dated 10/14 failed to indicate the facility reviewed client D's BSP after the documented incidents. Further review of client D's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to prevent recurrence.</p> <p>Further review of the records failed to indicate the facility took effective/sufficient corrective action to prevent incident recurrence.</p> <p>An interview with the Program Director/Qualified Intellectual Disabilities Professional (PD/QIDP) was conducted on 11/14/14 at 4:20 P.M. The PD/QIDP indicated there was no documentation available for review to indicate any measures were put in place to prevent recurrence of clients A, B, C and D's elopement, physical aggression and self injurious behaviors.</p> <p>This federal tag relates to complaints #IN00158936 and IN00158868.</p> <p>9-3-2(a)</p>				

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W000159	<p>483.430(a) QUALIFIED MENTAL RETARDATION PROFESSIONAL</p> <p>Each client's active treatment program must be integrated, coordinated and monitored by a qualified mental retardation professional. Based on record review and interview, the PD/Qualified Intellectual Disabilities Professional (PD/QIDP) failed for 2 of 2 sampled clients and 1 additional client (clients A, B and D), to coordinate with the Interdisciplinary Team (IDT) and ensure measures were put in place for clients A, B and D's identified behavioral needs.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports, Internal Reports (IR) and investigation records was conducted on 11/3/14 at 1:45 P.M. Review of the facility's investigation records indicated:</p> <p>Incidents involving client A:</p> <p>-BDDS report dated 10/4/14 indicated client A had an incident of SIB in which she scratched her arms.</p>	W000159	<p>W 159 483.430(a) QUALIFIED MENTAL RETARDATION PROFESSIONAL</p> <p>In conjunction with the Plans of Correction for W122, W149, W154, W157, and W9999, the Area Director, House Manager, and QDDP have reviewed this Standard. Due to Client D's needs and IDT discussion, on 10/20/14 Client D was discharged from cited facility and admitted to a more appropriate facility due to her significant behavioral needs. During an investigation into the 10/6/14 incident in which client D eloped from the home and resulted in SIB, an interview on 11/3/14 revealed an allegation of neglect. Immediately, three staff were suspended pending completion of the investigation. The investigation was completed on 11/21/14 and the allegation was substantiated. All three staff were terminated from employment for</p>	12/19/2014

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	<p>-BDDS report dated 10/13/14 indicated client A had an incident of SIB causing a 1 inch long surface deep scratch on her left forearm with bleeding.</p> <p>-BDDS report dated 10/14/14 indicated client A had an incident of SIB causing a 20 centimeter long and surface deep scratch on her left forearm.</p> <p>-BDDS report dated 10/17/14 indicated client A had an incident of SIB causing a 15 centimeter long and 1 centimeter deep scratch on her leg.</p> <p>-BDDS report dated 10/19/14 indicated client A had an incident of SIB; punched the wall and banged her head into the wall causing it to bleed.</p> <p>-BDDS report dated 10/21/14 indicated client A had an incident of elopement from the home and had an incident of SIB in which she cut herself with a paperclip.</p> <p>-BDDS report dated 10/22/14 indicated client A had an incident of SIB of banging her head on the concrete floor while being physically controlled. When released after being calm, client A wrapped her shirt around her neck.</p>		<p>neglect.</p> <p>The QDDP arranged for each of the facility's Individuals' IDTs to meet and revised protocol to ensure appropriate corrective action on incidents verified to prevent further elopement, client to client abuse, and SIB. All staff have been trained to ensure competency in implementing these protocol. The QDDP has been retrained to ensure each Individual's IDT monitors the effectiveness of these and will arrange for them to meet as necessary to ensure no further recurrence of elopement, abuse towards other clients, and SIB. The Area Director, House Manager, and QDDP have been retrained on ensuring the facility implements its written policies and procedures to prevent abuse/neglect of any clients in regards to client to client aggression, client elopement, and SIB; to conduct thorough investigations into any incidents of elopement, client to client aggression, and SIB; to ensure all Individuals' IDT's meet promptly and address incidents of elopement, client to client abuse, and SIB; to ensure sufficient/effective corrective measures are put in place to prevent recurrence of elopement, client to client abuse, and SIB. The House Manager and/or QDDP will promptly report to the Area Director, per Policy, and the Area Director will monitor and ensure compliance with</p>		

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	<p>-BDDS report dated 10/23/14 indicated client A had an incident of SIB of banging her head.</p> <p>-BDDS report dated 10/24/14 indicated client A had an incident of SIB of hitting herself in the eyes, arms and chest and wrapped her shirt around her neck.</p> <p>-BDDS report dated 10/25/14 indicated client A had an incident of SIB of banging her head on the wall.</p> <p>-BDDS report dated 10/29/14 indicated client A had an incident of SIB of banging her head on the laundry room wall.</p> <p>-BDDS report dated 10/30/14 indicated client A had an incident of SIB of banging her head on the bathroom wall.</p> <p>-BDDS report dated 10/31/14 indicated client A had an incident of SIB; tied her socks around her neck and cut herself with a piece of glass causing a 1 inch long surface deep scratch to her left arm.</p> <p>-BDDS report dated 11/4/14 indicated client A had an incident of SIB; kicked wall with foot and complained of pain afterward and went to the ER (Emergency Room) to be checked.</p>		<p>this Standard.</p> <p>Beginning 11/19/14 and continuing through 12/19/14, then at least every week thereafter if in compliance, QDDP, House Manager, Nurse, and/or Behaviorist have been conducting observations at least 5 times per week to ensure this Standard is being met and that all staff are consistently following the Individuals' plans and following policy/procedures.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, QDDP, Nurse, and Behaviorist</p>				

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	-BDDS report dated 10/15/14 involving clients A and B indicated: "On 10/15/14 [client B] and [client A] greeted staff at the front door when she walked in. [Client A] wanted to talk to staff but [client B] told [client A] that she could not talk to staff because she was her staff. [Client A] became agitated and came to talk to another staff so that she could talk through her agitation. [Client A] began to tell staff what [client B] told her about not talking to staff. As [client A] was talking to staff [client B] came running in the common area front and started charging at [client A] stating that she was a liar. Staff jumped in front of [client A] to stop [client B] from attacking her. [Client B] then started punching, scratching and trying to bite staff. Staff tried to verbally redirect he (sic) but [client B] refused redirection and had to be put in a two person hold (arm over arm)because (sic) she refused to calm down. [Client B] then dropped her weight to sit on the ground. Staff still had [client B] in a hold when [client A] was instructed to go to her room. While [client A] was walking to the other side of the house she kicked [client B] on the right side of the face making a bruise. [Client B] became even more angry and started fighting staff even harder to get out of the hold. Staff tried to redirect [client B] several times by asking her to			

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	<p>calm down. She refused repeatedly and started making threats stating that she was going to 'beat staff a--' and that she was going to tell staff member and Qualified Mental Retardation Professional (QMRP) that staff beat on her so that she could get staff in trouble because she was sick of these b-----s. [Client B] also stated that she was going to have house mate [client D] beat staff a-- as well. [Client B] refused to calm down so staff had to hold her right arm and another staff held her left arm and walked [client B] to her room to calm down. Once staff left out of [client B's] room she started yelling and screaming and started throwing things in her bedroom. [Client B] then came running out of her bedroom and went out the door of the front patio. As [client B] was running she did not realize it was wet outside and fell down on her buttocks....Staff had to place [client B] in another hold and walked her in her bedroom. [Client B] began to damage her dresser and started tearing up her room. [Client B] began beating the window with the dresser drawer. Staff went outside to keep distance but keep a close watch on [client B] and as staff was standing outside her bedroom window [client B] began to hit herself in the head repeatedly with one of the dresser draws. At this point [client B] was becoming a</p>			

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	<p>danger to herself. Staff asked [client B] to please calm down and stop hitting herself. she (sic) refused and staff entered her room and removed the drawer from her hand and as staff pivot (sic) to place the dresser drawer down [client B] kicked staff in the neck. Staff stepped back and then had to help another staff member put [client B] in another two person so that she could calm down...Staff will continue to support the individual with the plans she have (sic) in place."</p> <p>Incidents involving client B indicated:</p> <p>-BDDS report dated 10/24/14 involving clients A and B indicated: "On 10/24/14 [client B] was sitting at the dinning (sic) table when her housemate [client A] ran up to her with staff running behind her and slapped [client B] in the face. [Client B] yelled but staff was able to redirect both individuals to separate rooms. [Client A] then went to lay (sic) in her bed and [client B] went to the office to talk with staff. No further incidents between the two occurred. Staff will continue to follow the protocol instructing them to keep the individuals separated when in the stat (sic) of being agitated."</p> <p>Incident involving client C indicated:</p>						

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	<p>-BDDS report dated 10/20/14 involving clients A and C indicated: "On 10/20/14 Staff moved [client A] (sic) basket of laundry to the utility room because [client A] was not allowed to go through her clothes during safety watch. Staff tried to redirect [client A] to get her out of the utility room and into the common area but she told staff 'Shut the h--l up talking to me!' Staff continued to watch [client A] as she was in the utility room and when she turned to walk out she turned around and punched staff in the back of the head as she was passing her. [Client A] (sic) housemate then came out of her room and asked [client A] why did she do that. [Client A] told her to 'mind her business.' Staff redirected [client C] to go back to her room but she continued to argue with [client A] about hitting staff. Staff stepped in between [client A] and [client C] but [client A] then swung around staff to punch [client C] in the arm. [Client C] then hit her back and pushed [client A] to the ground. [Client A] stayed on the ground with staff, while another staff walked [client C] to her room. Staff then inspected both individuals for injuries and found non (sic). Ten minutes later [client A] was in the dining room sitting at the table when [client C] came out of her room after being asked to stay in her room while</p>			
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	<p>staff was dealing with an (sic) situation with her housemate. Staff tried to redirect her and [client C] said 'I'm not going to hit the B---h, I'm going to go to the office to take my meds.' Staff told [client C] it was not time for her meds yet, when [client A] told [client C] to 'shut the f--k up n---r.' Staff stepped between the two individuals again attempting to get [client C] to leave the area. [Client C] refused and continued arguing with [client A]. [Client A] then pushed staff and punched [client C] in the face, hitting her lip. [Client C] then began to punch at [client A] only landing two punches (one to [client A's] lip and the other to her arm). Staff separated the two individuals by escorting (arm over arm) [client C] to her room and blocking [client A] from [client C]. The two individuals remained separated for the rest of the night with no further incidents between the two."</p> <p>Incidents involving client D:</p> <p>-BDDS report dated 10/4/14 indicated: 'On 10/3/14 (sic) [client D] started looking in the drawers in the kitchen, telling staff she was trying (sic) to see where everything was. [Client D] attempted to put a plastic glove, a zip lock bag and an (sic) sheet of paper into the microwave. Staff redirected her and</p>						

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	<p>an (sic) her housemate started talking to staff about her putting paper in the microwave. [Client D] heard her housemate and walked out the front door. Staff was right behind her and was able to redirect her back into the house. Once in the house another housemate started yelling at [client D] because she thought she said something about another housemate. Staff intervened and [client D] went into her room before coming back out her room and ran out the front door. Staff ran behind her while another staff got into the house van to follow. While walking she waved down a neighbor who was driving past and tried to talk them into doing something for her. Staff was with her and intervened again and the neighbor kept driving. [Client D] yelled 'What?' to staff before running to another neighbors (sic) home and started knocking on the door. The neighbor opened the door but turned her away and staff still was with [client D]. [Client D] then became agitated and ran to the backyard and disappeared from staff's sight. Staff called the Qualified Developmental Disabilities Professional (QDDP) and then the police. [Client D] was out of line of sight for 4 minutes. [Client D] had walked into a neighbors (sic) home who left their door open. The neighbors were able to get her to leave their home and staff saw her. Staff tried</p>			

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	<p>to redirect [client D] into the home van to go back to the group home. [Client D] stated that she was waiting on the police, fire department and ambulance. Staff then continued trying to redirect back to the home and [client D] refused. [Client D] then tried to hide behind some bushes in the neighbors (sic) yard when the police showed up at 6:22 P.M. The police then told her they were not taking her to jail and that's when she told them that staff was beating her and that she wanted to go to the hospital. The police told her they could not take her to the hospital because she was not in pain or bleeding. [Client D] then started complaining about her hip hurting. The police then asked why did (sic) walk so far if her hip hurt and [client D] just smiled. The police also told (sic) stated that if staff was hitting her why is (sic) there no bruises. [Client D] just smiled again. After talking with the police a while longer [client D] got into the van and went home. Once at the home [client D] at (sic) dinner, took her meds and went into her bedroom to go to sleep. No further incidents have happened at this time. Staff will continue to follow her behavior support plan."</p> <p>-BDDS report dated 10/5/14 involving clients A and D indicated: "On 10/5/14 [client D] was in her bedroom changing</p>			
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	<p>clothes, when she was asked by staff to clean her plate from the dining room table. [Client D] replied and said yes before taking her plate to the kitchen to clean it. [Client D] then walked to the front door and staff asked her if she wanted to color or work on her spelling. [Client D] stated 'No' and walked out the front door. Staff immediately followed behind [client D] to insure her safety an (sic) to redirect her back into the home. [Client D] then tried to run into the woods but staff stopped her by stepping in front of her and verbally redirecting her to the house. As she was walking into the home [client D] turned around, spit on staff and started cursing at staff. Staff tried to redirect her but [client D] became more aggressive and started putting her fingers in staff face. Staff stepped back when her housemate [client A] tried to walk by to go to her room and saw [client D] cursing at staff. [Client A] then screamed 'I hate you. I'm sick of this s--t.' Staff told [client A] to go to her room. [Client D] turned to [client A] and hit her. [Client A] then proceeded to hit her back. Staff intervened but the individuals would not let each other go. As staff was separating the two and (sic) [client D] scratched [client A] on the top of her nose a quarter of an inch long and surface deep). [Client A] calmed down and went to her room while [client D]</p>			

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	<p>refused to calm or listen to verbal redirection. [Client D] then tried to go after [client A] again even though [client A] was no longer in the area. Staff did an (sic) physical hold on [client D] after she attempted to throw an (sic) fire extinguisher. [Client D] was in an (sic) hold for fifteen minutes before calming down. [Client D] then went to her room to continue calming down and later apologized to staff. [Client D] and [client A] was calm for the rest of the night. Staff will continue to follow individuals (sic) behavior support plans."</p> <p>-BDDS report dated 10/6/14...Date of knowledge: 10/6/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/6/14 [client D] and staff were in the laundry area putting a load of clothes in the washing machine. When staff turned her head to showed (sic) her how to start the washing machine [client D] left the laundry area. While staff was bent over setting the cycle on the machine another staff saw [client D] leave out the front door and saw [client D] walking up the driveway. Staff immediately followed [client D], asking her to come back in the house. [Client D] said no and told staff to stop following her. [Client D] then stopped at the woods and attempted to go into the woods but then paused when she saw the</p>				

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	<p>company van pull up. [Client D] stood there while staff was redirecting her to go back to the house. [Client D] said no and saw a pick up truck driving up the street. [Client D] attempted to walk in front of the truck but staff intervened and redirected her away from the street. [Client D] then look (sic) at staff and said 'quit following me you're going to be the one to get hit by the car' and started walking close to the company van that was following her at the same time staff was following her on foot. After a few minutes [client D] walked (sic) tried to walk in front of the van but staff hit the breaks (sic) and another staff redirected her out of the street. [Client D] then walked onto a neighbors (sic) property, down the driveway to the back of the house, into the neighboring yard down into the back yard while staff was still following her and redirecting her. Staff was told to do a physical escort back to the home because she was trespassing. Staff tried to get closer to [client D] but [client D] started picking up rocks and throwing them at staff. [Client D] refused all verbal redirection and ran ahead of staff, picked up a gas container in the backyard and started to pour it on herself. Staff called the police. Once the gas container was empty [client D] picked up a container of motor oil and pour (sic) onto the ground. Staff</p>			

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	<p>continued to try to redirect [client D]. [Client D] then saw that staff was coming toward her and picked up a lighter to light herself on fire but could not operate the lighter. [Client D] then saw that staff was closer to her again and took a glass beer bottle and broke it over a log. At first she directed the bottle at staff and threaten (sic) to stab them with (sic) but then started to cut herself on her neck and wrist, laughing as she cut herself. Staff continued to try to redirect [client D] but [client D] refused all redirection and then asked staff when was (sic) the police coming. When the police arrived, [client D] then tried to run into the woods. The police officer said to her that he had a dog and if she was to try to run he would release the dog and she will (sic) be bitten. The police officer told staff to back up and then he walked up to her and put her into hand cuffs and waited until the ambulance arrived. [Client D] was then transported to [Hospital] where she was admitted to [Hospital]. Staff will continue to follow [client D's] Behavior plan. The team will meet to discuss needed changes in [client D's] behavior plan."</p> <p>-BDDS report dated 10/10/14...Date of knowledge: 10/10/14...Submitted date: 10/13/14 involving client D indicated client D called 911 and when the police</p>			

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	<p>arrived walked out of the home to the police car and told the officers she wanted to hang herself. It was discovered client D had ripped up a pair of underwear and tied a string around her neck. The police escorted her to the hospital. Client D was discharged back to the group home via ambulance. While paramedics attempted to put client D in the home she became physically aggressive with staff and required being placed in a physical restraint. Client D was transported back to the hospital where the police were called due to client D making an accusation staff attacked her. Staff was informed client D would be admitted due to the allegation. The next day client D was sent back to the group home.</p> <p>-BDDS report dated 10/14/14 involving client D indicated: "On 10/14/14 [client D] woke up at 5:30 A.M. and used the washroom. [Client D] then wanted to get dressed. Staff helped her to get her clothes together, [client D] got dressed and then staff helped her put a load of clothes in the washer. [Client D] then made three pancakes and ate a yogurt for breakfast. After eating [client D] got up from the dinning (sic) room table and walked out of the front door with staff following close behind her. Staff asked [client D] was she leaving, and [client D]</p>			
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	<p>said yes. Staff tried to redirect [client D] back to the home but [client D] refused. Staff continued to follow her while calling the emergency services (911) and reported that the individual had eloped from the home while continuing to follow [client D]. Staff then followed [client D] as she walked in the neighbors (sic) yard. Staff tried to redirect her to the house she continued to refuse. [Client D] then saw a school bus approaching and tried to get on the bus. Staff warned the bus driver not to open the door. [Client D] then proceeded to walk through more neighbors (sic) yard with staff following behind her still trying to redirect her. The police arrived and talked to [client D]. [Client D] then stated that she did not want to come back to the site because she would hurt the other people at the site, so the police transported her to the hospital to be evaluated. Once at the hospital [client D] was evaluated and released. [Client D] arrived at the home at 2:30 P.M. Staff will continue to follow the individuals (sic) behavior plan."</p> <p>-BDDS report dated 10/14/14 indicated: "On 10/14/14 [client D] was sitting in the front common area with staff and an (sic) house mate watching t.v. [Client D] then called for another staff to the common area. She asked staff for 3 P.M. snack.</p>			
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	<p>[Client D] had just returned home at 2:30 P.M. she just ate a full meal that she choose (sic). Staff asked [client D] to tell staff what time it was. She stated 3:41 P.M. Staff then told [client D] she just had a whole meal that she picked herself. She then ignored staff and went into the kitchen, staff followed. Once in the kitchen, [client D] began to ask for peanut butter....[Client D] asked if she could go for a walk herself. Staff told [client D] that if she did so and trespassed on anyone's property that the owner has the right to call the police and/or shoot her. She said she doesn't care. Staff also stated to [client D] that she could go to jail, she said she doesn't care....[Client D] walked into another neighbor's yard against staff's advice not to. The police were called and [client D] was escorted back to the home....after [client D] was out of the police car [client D] spit on the staff closest to her. The officers talked with [client D] and escorted her to her room. once (sic) in her room [client D] began throwing her dresser drawers at staff, as the officers were leaving. The officers then took [client D] to jail where she was charged with Disorderly Conduct."</p> <p>A review of client A's record was conducted on 11/6/14 at 1:30 P.M. Client A's Behavioral Support Plan (BSP)</p>			

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	<p>dated 3/7/14 failed to indicate the facility reviewed client A's BSP after the documented incidents. Further review of client A's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to prevent recurrence. The record failed to indicate the QIDP coordinated with client A's IDT and addressed client A's documented behaviors.</p> <p>A review of client B's record was conducted on 11/6/14 at 1:30 P.M. Client B's Behavioral Support Plan (BSP) dated 5/15/14 failed to indicate the facility reviewed client B's BSP after the documented incidents. Further review of client B's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to prevent recurrence. The record failed to indicate the QIDP coordinated with client B's IDT and addressed client B's documented behaviors.</p> <p>A review of client D's record was conducted on 11/6/14 at 1:30 P.M. Client D's Behavioral Support Plan (BSP) dated 10/14 failed to indicate the facility reviewed client D's BSP after the documented incidents. Further review of client D's record failed to indicate her documented behaviors had been reviewed and what measures were put in place to</p>						

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W009999	<p>prevent recurrence. The record failed to indicate the QIDP coordinated with client D's IDT and addressed client D's documented behaviors.</p> <p>An interview with the PD/QIDP was conducted on 11/14/14 at 2:30 P.M. The QIDP indicated there was no documentation to indicate she had coordinated with clients A, B and D's IDTs to review, address and put measures in place to protect the clients from elopement, client to client aggression and SIB.</p> <p>This federal tag relates to complaints #IN00158936 and #IN158868.</p> <p>9-3-3(a)</p> <p>State Findings</p> <p>The following Community Residential Facilities for Persons with</p>	W009999	<p>W9999 FINAL OBSERVATIONS 460 IAC 9-3-1 GOVERNING BODY</p>	12/19/2014			

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	<p>Developmental Disabilities rule was not met:</p> <p>460 IAC 9-3-1 Governing Body</p> <p>(b) The residential provider shall report the following circumstances to the division by telephone no later than the first business day followed by written summaries as requested by the division.</p> <p>This state rule is not met as evidenced by:</p> <p>Based on record review and interview, the facility failed for 1 of 2 sampled clients and 1 additional client (clients B and D), to report physical restraints to the Bureau of Developmental Disabilities Services (BDDS) in a timely manner.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports, Internal Reports (IR) and investigation records was conducted on 11/3/14 at 1:45 P.M. Review of the facility's investigation records indicated:</p> <p>-BDDS report dated 10/6/14...Date of knowledge: 10/6/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/6/14 [client D] and staff were in the laundry area putting a load of clothes</p>		<p>In conjunction with the Plans of Correction for W122, W149, W154, W157, and W159, the Area Director, House Manager, and QDDP have reviewed this State rule. The QDDP has been retrained on ensuring all required incidents, including physical restraints, SIB, and client to client abuse, be reported to BDDS in a timely manner, as required by this State Rule. The House Manager and/or QDDP will promptly report to the Area Director all State reportable incidents, per Policy, and the Area Director will monitor and ensure prompt reporting to BDDS and compliance with this State rule.</p> <p>Will be completed by: 12/19/14</p> <p>Persons Responsible: Area Director, House Manager, and QDDP</p>		

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	<p>in the washing machine. When staff turned her head to showed (sic) her how to start the washing machine [client D] left the laundry area. While staff was bent over setting the cycle on the machine another staff saw [client D] leave out the front door and saw [client D] walking up the driveway. Staff immediately followed [client D], asking her to come back in the house. [Client D] said no and told staff to stop following her. [Client D] then stopped at the woods and attempted to go into the woods but then paused when she saw the company van pull up. [Client D] stood there while staff was redirecting her to go back to the house. [Client D] said no and saw a pick up truck driving up the street. [Client D] attempted to walk in front of the truck but staff intervened and redirected her away from the street. [Client D] then look (sic) at staff and said 'quit following me you're going to be the one to get hit by the car' and started walking close to the company van that was following her at the same time staff was following her on foot. After a few minutes [client D] walked (sic) tried to walk in front of the van but staff hit the breaks (sic) and another staff redirected her out of the street. [Client D] then walked onto a neighbors property, down the driveway to the back of the house, into the neighboring yard down into the</p>			
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	back yard while staff was still following her and redirecting her. Staff was told to do a physical escort back to the home because she was trespassing. Staff tried to get closer to [client D] but [client D] started picking up rocks and throwing them at staff. [Client D] refused all verbal redirection and ran ahead of staff, picked up a gas container in the backyard and started to pour it on herself. Staff called the police. Once the gas container was empty [client D] picked up a container of motor oil and pour (sic) onto the ground. Staff continued to try to redirect [client D]. [Client D] then saw that staff was coming toward her and picked up a lighter to light herself on fire but could not operate the lighter. [Client D] then saw that staff was closer to her again and took a glass beer bottle and broke it over a log. At first she directed the bottle at staff and threaten (sic) to stab them with (sic) but then started to cut herself on her neck and wrist, laughing as she cut herself. Staff continued to try to redirect [client D] but [client D] refused all redirection and then asked staff when (sic) was the police coming. When the police arrived, [client D] then tried to run into the woods. The police officer said to her that he had a dog and if she was to try to run he would release the dog and she will (sic) be bitten. The police officer told staff to			

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	<p>back up and then he walked up to her and put her into hand cuffs and waited until the ambulance arrived. [Client D] was then transported to [Hospital] where she was admitted to [Hospital]. Staff will continue to follow [client D's] Behavior plan. The team will meet to discuss needed changes in [client D's] behavior plan." Further review of the report failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>-BDDS report dated 10/7/14 ...Date of Knowledge: 10/7/14...Submitted Date: 10/11/14 involving client B indicated: "On 10/7/14 [client B] was eating breakfast when the behaviorist came to the home. The behaviorist then spoke to [client B] and [client B] responded, 'leave me the f--k alone.' Staff then directed [client B] to be nice and the behaviorist said I will leave you alone. [Client B] then stood up and attempted to hit the behaviorist. Staff intervened and [client B] hit staff in the face, she was then put into a two person hold for 12 minutes. Staff and [client B] did a 10 count until she calmed down. When [client B] was released she hit another staff and kicked another staff. Staff continued to use verbal redirection as [client B] was put into another two person hold by staff until she calmed down. [Client B] then went to her room to continue to calm</p>						

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	<p>down." Further review of the report failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>-BDDS report dated 10/8/14...Date of knowledge: 10/8/14...Submitted Date: 10/11/14 involving client D indicated: "On 10/8/14 at 6:45 P.M. [client D] was picked up from [Hospital]. On arrival [client D] wanted to know why the staff was there and was told it was to come pick her up. [Client D] walked outside and then refused to get into the house van. [Client D] then asked if a roommate was still upset with her about an incident that occurred between the two of them. [Client D] was informed that her roommate was no longer upset. [Client D] then informed staff that she wanted to go to the gas station. [Client D] was told that she could eat when she got to the group home and that their (sic) was plenty of food to eat. [Client D] insisted on going to the gas station. Staff informed her there was no money to go that night and reiterated that there was a lot of food at the home she could eat. After talking for while longer [client D] agreed to get in the van with her receiving her bag of belongings. After driving for two minutes [client D] saw that we passed an (sic) gas station. [Client D] demanded that we stop the car to let her go to the gas station. Staff tried</p>			

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	<p>to verbally redirect her and the house manager continued to drive. [Client D] saw that the van was not stopping and began banging on the windows, hitting the seats, yelling and cursing at staff to 'stop the f----g car.' Staff is still trying to verbally redirect [client D] to calm down. [Client D] jumps over the seat and grabs the driver (sic) seat belt, stating, 'I bet you'll pull over if I snatch that steering wheel off.' [Client D] then had to physically be put in a hold (one person over her legs, one person holding her arm to her side and another holding her other arm) to prevent her from further trying to attack the driver. Staff had [client D] count to ten multiple times and tried a topic change but she refused to calm down. Staff thought she had calmed down and was letting [client D] out of a restraint when she started cursing and yelling at staff again. Staff switched positions so that the one could drive. [Client D] stayed in a hold (total hold lasted about 30 minutes) until they drove the van home. Once at the home [client D] took a shower, and then went to bed. Staff will continue to follow [client D's] behavior support plan." Further review of the record failed to indicate this incident was reported to BDDS in a timely manner.</p> <p>-BDDS report dated 10/10/14...Date of</p>						

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	<p>knowledge: 10/10/14...Submitted date: 10/13/14 involving client D indicated client D called 911 and when the police arrived walked out of the home to the police car and told the officers she wanted to hang herself. It was discovered client D had ripped up a pair of underwear and tied a string around her neck. The police escorted her to the hospital. Client D was discharged back to the group home via ambulance. While paramedics attempted to put client D in the home she became physically aggressive with staff and required being placed in a physical restraint. Client D was transported back to the hospital where the police were called due to client D making an accusation staff attacked her. Staff was informed client D would be admitted due to the allegation. The next day client D was sent back to the group home. Further review of the record failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>-BDDS report dated 10/19/14...Dated of knowledge: 10/19/14...Submitted date: 10/21/14 involving client B indicated: On 10/19/14 [client B] was asked to give staff the home phone since she was no longer using it. [Client B] said no and hit staff with the phone. [Client B] ran from the office toward the backdoor to try to elope. Staff blocked the front door and</p>						

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	<p>tried to redirect [client B] to calm down. [Client B] then hit staff and tried to continue to hit her. Another staff helped to put [client B] in a two person hold (arm over arm). [Client B] scream (sic) and cursed staff for (sic) while in the hold. Staff then did a 10 count with [client B] repeatedly until she calmed down. [Client B] was in the hold for 27 minutes." Further review of the report failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>-BDDS report dated 10/27/14...Date of knowledge: 10/27/14...Submitted Date: 10/29/14 indicated: "On 10/27/14 after returning fro the ER (emergency Room) to get her head checked, [client A] walked out the front door and started running down the driveway. Staff that was already getting in her car intercepted [client A] and began talking to her. [Client A] then sat in the driveway while four staff surrounded her. Staff asked [client A] what's wrong and [client A] stated that she did not to live in the house anymore that she was never going back inside the house. [Client A] then started cussing staff, threatening to kill the staff. Staff kept trying to redirect [client A] back into the house but [client A] kept refusing. [Client A] got upset with one of the staff, stood up and began trying to hit staff. [Client A] continued to refuse</p>			

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	<p>redirection and was put in a hold (arm over arm.) The hold lasted for about 10 minutes before [client A] then said she was calm and staff helped walk [client A] into the home...." Further review of the report failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>-BDDS report dated 11/1/14...Date of knowledge: 11/1/13...Submitted Date: 11/3/14 involving client A indicated: "On 11/1/14 [client A] was using the restroom and an (sic) staff was with her. Staff asked another staff to go into the restroom with [client A] while they used the restroom. Staff went into the bathroom and asked [client A] if she needed anything. [Client A] began to yell and said, 'I don't need anything bitch!' During this time another individual began to yell for staff and when staff turned around to answer, [client A] pushed staff from behind and ran out of the door. She ran down the driveway and then to the top of the hill. Once at the hill she began to walk. As soon as she ran, staff called the QDDP (Qualified developmental Disabilities Professional) and ran with her. While on the phone with the QDDP, staff tried to redirect [client A] but she kept yelling at staff, calling staff a 'n----r', 'w----e', a 'f-----g b----h.' During this time a male neighbor was doing a hay ride with a woman and children in the back</p>			
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	<p>and rode along side staff. The QDDP said to ignore the neighbor and keep trying to redirect [client A]. Staff kept ignoring the neighbor and he kept following behind staff while staff followed [client A]. The neighbor had a woman in the back of the hay ride yelling for her to stop and leave staff alone. The woman got off the ride and began to yell louder at the neighbor. At this time [client A] tried to throw some lawn chairs that were on a neighbors (sic) curb at the staff. She began to yell at staff saying that she was going to f--k staff up. The neighbor eventually went the other way. During this whole time staff was on the phone with QDDP. The QDDP said to do a basket weave to physically restrain [client A]. Staff told the QDDP ok and then walked up behind [client A] and grabbed her wrists but [client A] began tried to turn around but couldn't and then went to the ground. [Client A] was on her side and staff tried to grab [client A] wrists but [client A] began trying to kick staff in the face. Staff backed up and [client A's] got back up again. She told staff to come on so she could f--k staff up. Staff asked [client A] to please come back to the house. She said, 'No b--h! I'm going to tell you kicked me!' Staff ignored the allegation and once again asked [client A] to come to the home and she would be able to call the QDDP.</p>			
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	[Client A] said no and began to walk away. At this time she walked close to a neighbors (sic) yard with grass so staff tried once again to do a hold on [client A]. Staff was successful and [client A] once again was trying to kick staff. Staff grabbed her feet but [client A] began to scoot on the ground to get closer to staff so she could kick staff. Staff was able to get close and grab [client A]'s wrist while she was on her back. Staff was straddled on [client A] with staff's hands on [client A]'s wrist. During this time staff was still on the phone with the QDDP but staff couldn't get a hold of the phone because [client A] was trying to get loose from the physical restrained (sic) and knock the phone out of staff's pocket. Staff yelled to the phone that she couldn't hear what she was saying and to give her (sic) minute to try to put the phone on speaker phone. Staff was able to get the phone on speaker and let her know what was going on. At this time [client A] was screaming accusing staff of physically hurting her, and calling staff and the QDDP 'b----s' and 'n---s.' [Client A] spit on staff more than 8 times while the QDDP was on the phone. She banged her head three times on the ground but had her helmet on. She kept trying to bite staff and get out of the physical restraint. While on the ground a car pulled up and sat there watching staff for about 5 minutes before a man came			
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	<p>out and began to question staff and said they're tired of this and also stated to staff that someone is going to call the police. Staff responded and said, 'That's fine.' The man then got back into the vehicle and drove off. The QDDP was trying to redirect [client A] but [client A] just kept saying no....[Client A] made an allegation that staff kicked her in the side. The QDDP then told staff to leave the premises for suspension pending an investigation. Staff left and thirty minutes later [client A] dialed 911 after talking on the phone. The police arrived, saw everything was fine and left after two minutes. The team will continue to explore further ways to support [client A] when she is agitation (sic). Staff will continue to follow [client A's] behavior plan." Further review of the report failed to indicate this incident was reported to BDDS within 24 hours.</p> <p>A review of the Bureau of Developmental Disabilities Services (BDDS) reporting policy effective March 1, 2011 was conducted on 11/12/14 at 5:50 P.M. The policy indicated: "It is the policy of the Bureau of Quality Improvement Services (BQIS) to utilize an incident reporting and management system as an integral tool in ensuring the health and welfare of the individuals receiving services administered by</p>						

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NAME OF PROVIDER OR SUPPLIER DUNGARVIN INDIANA LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 474 WHITEWOOD DR VALPARAISO, IN 46385		
(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>BDDS....Incidents to be reported to BDDS...8. Elopement of an individual that results in evasion of required supervision as described in the ISP (Individual Support Plan) as necessary for the individual's health and welfare....19. Use of any physical or manual restraint regardless of: a. planning...b. human rights committee approval...c. informed consent...."</p> <p>An interview with the Program Director/Qualified Intellectual Disabilities Professional (PD/QIDP) was conducted on 11/14/14 at 4:45 P.M. The PD/QIDP indicated the incidents should have been reported within 24 hours to BDDS. The PD/QIDP further indicated the incidents were not reported timely to BDDS.</p> <p>This state rule relates to complaints #IN00158936 and #IN158868.</p> <p>9-3-1(b)</p>				

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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FORM APPROVED

OMB NO. 0938-0391

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