

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G153	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/07/2015
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NAME OF PROVIDER OR SUPPLIER PIKE COUNTY ARC - THIRD ST	STREET ADDRESS, CITY, STATE, ZIP CODE 403 S THIRD ST PETERSBURG, IN 47567
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W 0000 Bldg. 00	<p>This visit was for a full recertification and state licensure survey.</p> <p>Survey Dates: 6/25, 6/26, 6/30, 7/1, 7/2, 7/6 and 7/7/15.</p> <p>Facility Number: 000689 AIMS Number: 100234480 Provider Number: 15G153</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p>	W 0000		
W 0102 Bldg. 00	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met. Based on interview and record review for</p>	W 0102	The facility/governing body failed to	07/24/2015

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

TITLE

(X6) DATE

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

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	<p>4 of 4 sampled clients (#1, #2, #3 and #4) and 4 additional clients (#5, #6, #7, #8), the facility failed to meet the Condition of Participation: Governing Body. The governing body failed to ensure the facility implemented written policies and procedures to prevent neglect and/or abuse of clients in regard to a client's physical and verbal aggression toward staff and another client. The governing body failed to ensure the clients felt safe and comfortable in their home due to client #2's aggression toward others.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The governing body failed to ensure the facility met the Condition of Participation: Client Protections. The governing body failed to ensure the facility implemented written policy and procedures to prevent neglect and/or abuse of clients #1, #3, #4, #5, #6, #7 and #8 in regard to client #2's physical and verbal aggression. Please see W122. 2. The governing body failed to ensure the facility exercised general policy, budget and operating direction over the facility to ensure the facility implemented written policy and procedures to prevent abuse and/or neglect of clients in regard to client #2's aggression toward other clients (#1, #3, #4, #5, #6, #7 and #8). 		<p>ensure the facility implemented its written policies and procedures for preventing abuse/neglect, specifically client #2's verbal and physical aggression toward staff and peers and peers feeling afraid or uncomfortable in their home. The BDDS office has been notified of the situation with client #2 and referrals have been made for other SGL homes and CIH Waiver. Until long term placement can be found, client #2 has been removed from 403 S Third Street and placed in a waiver home owned by PCARC located at 1301 Main Street Petersburg, IN. The waiver clients already living there are agreeable to this temporary living arrangement. Client #2 has her own room and one on one staffing to ensure she does not disrupt the other clients there. PCARC will continue to ensure client #2 receives meals, medication, close supervision, and transportation to appointments. PCARC will remain in frequent contact with the BDDS office for updates on placement status for client #2. The group home clients have been provided supportive counseling from the QIDP addressing any fears or anxiety this situation may have caused.</p> <p>The governing body (IDT) will collect and analyze data on all clients to look for patterns of abusive behaviors toward staff and peers. This will include reviewing the number of aggressive behaviors</p>				

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	Please see W104. 9-3-1(a)		<p>client has had, the number of peer complaints received, documented staff concerns for client safety and comfort levels in homes at least monthly. The QIDP-Ds will continue to have meeting with clients to give clients a chance to express fears and concerns with peers.</p> <p>The IDT has made revisions to the Residential/Waiver Participant Status Monthly Summary (Attachment 1, changes are in red) in order to collect above mention information. If the team determines a client's placement in his or her group home may no longer be appropriate, the Residential Coordinator will contact BDDS to discuss the issues and placement alternatives. Depending on the problem identified, this may include recommending a client move to a different group home, a different agency, or receive a waiver referral. The placement of a client is ultimately decided by BDDS and PCARC cannot move a client without permission from BDDS. However, in an emergency situation where it has determined a client is an immediate jeopardy to others PCARC will follow the agency policy on Emergency Transfers/Discharges (Attachment 2).</p> <p>The IDT will be responsible for reviewing the newly required information during monthly meetings. The Residential Coordinator will be responsible for contacting BDDS if problems are</p>		

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W 0104 Bldg. 00	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on interview and record review for 4 of 4 sampled clients (#1, #2, #3 and #4) and 4 additional clients (#5, #6, #7 and #8), the governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility implemented written policies and procedures to prevent neglect and abuse of clients in regards to a client's aggression.</p> <p>Findings include:</p> <p>The governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility implemented written policy and procedures to prevent abuse and/or neglect of clients in regards to client #2's aggression toward others. The governing body failed to ensure clients #1, #3, #4, #5, #6, #7 and #8 lived in a safe and comfortable environment. Please see W149.</p> <p>9-3-1(a)</p>	W 0104	<p>identified by the team and working with BDDS to obtain suitable placement for clients.</p> <p>The facility/governing body failed to ensure the facility implemented its written policies and procedures for preventing abuse/neglect, specifically client #2's verbal and physical aggression toward staff and peers and peers feeling afraid or uncomfortable in their home. The BDDS office has been notified of the situation with client #2 and referrals have been made for other SGL homes and CIH Waiver. Until long term placement can be found, client #2 has been removed from 403 S Third Street and placed in a waiver home owned by PCARC located at 1301 Main Street Petersburg, IN. The waiver clients already living there are agreeable to this temporary living arrangement. Client #2 has her own room and one on one staffing to ensure she does not disrupt the other clients there. PCARC will continue to ensure client #2 receives meals, medication, close supervision, and transportation to appointments. PCARC will remain in frequent contact with the BDDS office for updates on placement status for client #2. The group home clients have been provided supportive counseling from</p>	07/24/2015			

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			<p>the QIDP addressing any fears or anxiety this situation may have caused.</p> <p>The governing body (IDT) will collect and analyze data on all clients to look for patterns of abusive behaviors toward staff and peers. This will include reviewing the number of aggressive behaviors client has had, the number of peer complaints received, documented staff concerns for client safety and comfort levels in homes at least monthly. The QIDP-Ds will continue to have meeting with clients to give clients a chance to express fears and concerns with peers.</p> <p>The IDT has made revisions to the Residential/Waiver Participant Status Monthly Summary (Attachment 1, changes are in red) in order to collect above mention information. If the team determines a client's placement in his or her group home may no longer be appropriate, the Residential Coordinator will contact BDDS to discuss the issues and placement alternatives. Depending on the problem identified, this may include recommending a client move to a different group home, a different agency, or receive a waiver referral. The placement of a client is ultimately decided by BDDS and PCARC cannot move a client without permission from BDDS. However, in an emergency situation where it has determined a client is an immediate jeopardy to others</p>	

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W 0122 Bldg. 00	<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 4 of 4 sampled clients (#1, #2, #3, #4) and 4 of 4 additional clients (#5, #6, #7 and #8). The facility neglected to implement its written policy and procedures to prevent neglect and/or abuse of clients #1, #3, #4, #5, #6, #7 and #8 due to client #2's physical aggression and/or abuse toward staff and client #8. The facility neglected to ensure the clients felt safe and comfortable in their home due to client #2's aggression toward others.</p> <p>Findings include:</p> <p>The facility failed to implement their policy to protect clients #1, #3, #4, #5,</p>	W 0122	<p>PCARC will follow the agency policy on Emergency Transfers/Discharges (Attachment 2).</p> <p>The IDT will be responsible for reviewing the newly required information during monthly meetings. The Residential Coordinator will be responsible for contacting BDDS if problems are identified by the team and working with BDDS to obtain suitable placement for clients.</p> <p>The facility/governing body failed to ensure the facility implemented its written policies and procedures for preventing abuse/neglect, specifically client #2's verbal and physical aggression toward staff and peers and peers feeling afraid or uncomfortable in their home. The BDDS office has been notified of the situation with client #2 and referrals have been made for other SGL homes and CIH Waiver. Until long term placement can be found, client #2 has been removed from 403 S Third Street and placed in a waiver home owned by PCARC located at 1301 Main Street Petersburg, IN. The waiver clients already living there are agreeable to this temporary living arrangement. Client #2 has her own room and one on one staffing to ensure she does not disrupt the other clients there.</p>	07/24/2015	

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	#6, #7 and #8 from psychological abuse due to the clients' constant fear of physical and/or verbal aggression by client #2. Please see W149. 9-3-2(a)		PCARC will continue to ensure client #2 receives meals, medication, close supervision, and transportation to appointments. PCARC will remain in frequent contact with the BDDS office for updates on placement status for client #2. The group home clients have been provided supportive counseling from the QIDP addressing any fears or anxiety this situation may have caused. The governing body (IDT) will collect and analyze data on all clients to look for patterns of abusive behaviors toward staff and peers. This will include reviewing the number of aggressive behaviors client has had, the number of peer complaints received, documented staff concerns for client safety and comfort levels in homes at least monthly. The QIDP-Ds will continue to have meeting with clients to give clients a chance to express fears and concerns with peers. The IDT has made revisions to the Residential/Waiver Participant Status Monthly Summary (Attachment 1, changes are in red) in order to collect above mention information. If the team determines a client's placement in his or her group home may no longer be appropriate, the Residential Coordinator will contact BDDS to discuss the issues and placement alternatives. Depending on the problem identified, this may include recommending a client move	

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W 0149 Bldg. 00	483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on interview and record review for 4 of 4 sampled clients (#1, #2, #3, and #4) and 4 additional clients (#5, #6, #7, and #8), the facility neglected to implement written policy and procedures to prevent abuse and/or neglect of clients in regard to client #2's physical and verbal aggression towards staff and clients. The facility neglected to ensure the clients felt safe and comfortable in their home due to client #2's aggression	W 0149	to a different group home, a different agency, or receive a waiver referral. The placement of a client is ultimately decided by BDDS and PCARC cannot move a client without permission from BDDS. However, in an emergency situation where it has determined a client is an immediate jeopardy to others PCARC will follow the agency policy on Emergency Transfers/Discharges (Attachment 2). The IDT will be responsible for reviewing the newly required information during monthly meetings. The Residential Coordinator will be responsible for contacting BDDS if problems are identified by the team and working with BDDS to obtain suitable placement for clients. The facility/governing body failed to ensure the facility implemented its written policies and procedures for preventing abuse/neglect, specifically client #2's verbal and physical aggression toward staff and peers and peers feeling afraid or uncomfortable in their home. The BDDS office has been notified of the situation with client #2 and referrals have been made for other SGL homes and CIH Waiver. Until long term placement can be found, client	07/24/2015	

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	<p>towards others which caused the clients to be fearful.</p> <p>Findings include:</p> <p>The facility's reportable incident reports (Bureau of Developmental Disabilities Services-BDDS) reports, investigations and/or facility incident reports were reviewed on 6/25/15 at 3:23 PM and indicated the following:</p> <p>-On 11/10/14, a contact note indicated "[client #2] yelled down the hallway of the group home that she was going to leave and no one cared whether she was leaving or not. [Client #2] got into a verbal argument with client #1 and called her a b---- and a h---- and told staff she wanted a knife so she could watch the other client bleed to death. [Client #2] then proceeded to throw a chair on the floor in the living room as part of a behavior."</p> <p>-On 1/8/15, QIDP (Qualified Intellectual Disabilities Professional) note indicated "When the ladies came home from work, we had a little meeting about the responsibilities of living in the group home and how it was their responsibility to take care of their home. Since several of the ladies refused to do their chore on Wednesday, I decided they could wait till</p>		<p>#2 has been removed from 403 S Third Street and placed in a waiver home owned by PCARC located at 1301 Main Street Petersburg, IN. The waiver clients already living there are agreeable to this temporary living arrangement. Client #2 has her own room and one on one staffing to ensure she does not disrupt the other clients there. PCARC will continue to ensure client #2 receives meals, medication, close supervision, and transportation to appointments. PCARC will remain in frequent contact with the BDDS office for updates on placement status for client #2. The group home clients have been provided supportive counseling from the QIDP addressing any fears or anxiety this situation may have caused.</p> <p>The governing body (IDT) will collect and analyze data on all clients to look for patterns of abusive behaviors toward staff and peers. This will include reviewing the number of aggressive behaviors client has had, the number of peer complaints received, documented staff concerns for client safety and comfort levels in homes at least monthly. The QIDP-Ds will continue to have meeting with clients to give clients a chance to express fears and concerns with peers.</p> <p>The IDT has made revisions to the Residential/Waiver Participant Status Monthly Summary (Attachment 1,</p>				

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	Friday to go to the bank. Most of the ladies got busy and did their chore from the night before. [Client #2] did hers and then continued to harass [client #1] to hurry up and get her chore done. I then informed [client #2] that we weren't going tonight, we would go tomorrow. [Client #2] got mad and went to her bedroom and she stayed in her room and mouthed off. [The behaviorist] walked into the group home. As soon as he walked in, [client #2] became more vocal and started screaming and yelling, wanting attention from him. [Client #2] then went out into the hallway and was calling some of the ladies names, I went down to escort her to her room. When I did this, she smacked me across the face. I then told her she was going to sit on her bed and calm down. When I went to walk away, she jumped up and smacked me square in the middle of the back. At that point [the behaviorist] said to just leave her alone and we would wait until she calmed down before he would talk to her. [Client #2] started throwing items down the hallway. I was walking another client to her bedroom when [client #2] threw a rock at me, hitting me in the leg. [Client #2] continued to throw items down the hallway. She then came in to the living room and [the behaviorist] and I were talking and threw a shoe hitting me in the face. At this point, I got another staff		changes are in red) in order to collect above mention information. If the team determines a client's placement in his or her group home may no longer be appropriate, the Residential Coordinator will contact BDDS to discuss the issues and placement alternatives. Depending on the problem identified, this may include recommending a client move to a different group home, a different agency, or receive a waiver referral. The placement of a client is ultimately decided by BDDS and PCARC cannot move a client without permission from BDDS. However, in an emergency situation where it has determined a client is an immediate jeopardy to others PCARC will follow the agency policy on Emergency Transfers/Discharges (Attachment 2). The IDT will be responsible for reviewing the newly required information during monthly meetings. The Residential Coordinator will be responsible for contacting BDDS if problems are identified by the team and working with BDDS to obtain suitable placement for clients.		

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	<p>person and went to [client #2's] room and performed a 2 man hold on her and told her this was going to stop, that she was going to end up hurting someone. Before the other staff could get [client #2's] other arm, she punched me in the face. We held [client #2] in the 2 man hold for a few minutes until she calmed down."</p> <p>-On 2/22/15, contact note indicated "[client #2] came into the med room while staff was administering another client's medications and demanded a cigarette. Staff advised her they needed to finish giving the other client her meds. [Client #2] became verbally abusive to [client #4] and cussed her out and threatened to 'kick her a--'."</p> <p>-On 2/23/15, BDDS report indicated "[client #2], [client #3] and [client #8] were in the group home office with staff arguing over an incident that had just happened with [client #1]. [Client #2] and [client #3] were yelling at [client #8] saying [client #8] went down the hall and told [client #3] not to go into the dining room because [client #1] was talking to her sister crying and that her mom probably died. When [client #8] said she didn't say that, [client #2] started yelling even more at [client #8] then punched her in her arm while staff was escorting her out to her room."</p>			

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	<p>-On 2/23/15, BDDS report indicated "[client #1's] sister came to the home to tell her a relative in Texas had passed away. A staff, the sister, and [client #1] were in the office talking about this. [Client #1] was upset and crying. [Client #2] and [client #8] were out in the hallway and saw [client #1] crying. [Client #8] made a comment that [client #1's] mom must have died and [client #2] told her to shut up and that she didn't know what she was talking about the the two began arguing. Two staff escorted [client #2] to her room per her behavior plan. [Client #2] seemed to have calm (sic)down. Later when it was supper time, [client #8] was already in the dining room and [client #2] entered dining area and lunged at [client #8] and hit her in the right shoulder blade. Two staff escorted [client #2] back to her room. The Qualified Intellectual Disabilities Professional (QIDP) provided supportive counseling to [client #8]."</p> <p>-On 4/18/15, BDDS report indicated "[Client #2] went outside on the front porch and sat on the glider. I asked [client #2] if I brought her her med's (sic) would she take them. She said no because she was not happy with me or the other staff. So I told her I don't care if you are happy with me or not, but you need to take your</p>			

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	<p>med's (sic). [Client #2] still refused. So I went around to the back of the house and left staff with her. I told other staff what was going on. I then gave the other clients their med's (sic). [Client #2] then came in the door to the dining room screaming. I saw her pass the hallway and head for the door. I said her name and she took off out the door. By the time I and other staff got to the door [client #2] was walking up the road. Second staff took the drive to the road and I crossed the ditch in front of the road after her, I told [client #2] let's go back - I will escort you. She said I will hit you and kept walking. I said okay I'm not scared and she turned around and hit me once. I put one sided hold on her and she hit me again, Then another staff caught up to us and put a hold on her as well. We then escorted her toward the house. She told other staff she would hit her too. We kept escorting her to her room and released her. [Client #2] turned around and hit me in the face two more times. She went to hit other staff and I stepped in and she hit me again. I got ready to call the QIDP and when I did, [client #2] began to apologize to me."</p> <p>-On 6/12/15, BDDS report indicated "[client #2] asked staff where her nail art kit was that new staff had left for her. Staff informed [client #2] that due to her</p>			

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	<p>special service plans, the QIDP-D (Qualified Intellectual Disabilities Professional - Designee) had to approve this before she received it. [Client #2] began screaming and hitting staff with fist in the face and shoulders. Staff attempted to de-escalate the situation and thought they had because [client #2] stopped yelling and went to her room. Then staff were in the office and heard the back door open and close quietly. [Client #2] is on 24 hour supervision so staff followed her and attempted to talk her into returning. [Client #2] was screaming and hitting staff. People from the community were gathering and asking if police needed to be called. Staff said no and managed to get [client #2] back to the home. [Client #2] was screaming and continued to hit staff. Staff finally called the police department and when the officer arrived, [client #2] stated if she did not get out of that house today she was going to kill someone. She would not calm down for police so the officer asked one of the staff if she was willing to press charges for assault and she said yes. [Client #2] was arrested for assault and remains in the [name of county] jail. No word on when she will see a judge."</p> <p>-On 6/12/15, BDDS report indicated "This staff saw [client #2] walk out of her room and down the back hallway. The</p>			

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	<p>door didn't slam and she closed it gently. This staff grabbed her cell phone and went out of the kitchen door. This staff checked around the carport and front porch to see if [client #2] was there. This staff then went up to the road and saw [client #2] halfway up the hill towards the bank. As this staff started walking to follow her the men's group home van pulled up on the road. The van slowed down and this staff yelled that [client #2] was on the run. The men's group home van took off to try and stop her. When this staff got to where they were in front of the [name] Building, [client #2] took off again. The men's group home staff stated [client #2] was going to the park. [Client #2] crossed the road right in front of [restaurant] when another staff called this staff to ask where we were. The other staff then picked this staff up and started following [client #2]. [Client #2] turned in front of [second restaurant] and this staff told the other staff to stop in the car wash parking lot. [Client #2] then started walking in the road. There was traffic backed up behind her, this staff jumped out of the car and briskly walked towards [client #2]. This staff took her by the arm to prepare for an escort back to the van, [Client #2] then turned around and said 'get the f--- off of me!' This staff stated that we were going back to the group home. At that time, [client #2] started</p>			
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	<p>hitting this staff in the head and on the face. This staff did the best to my ability to try and deflect and obtain a proper CPI (Crisis Prevention Intervention) hold on [client #2]. [Client #2] ended up hitting this staff 5 - 6 times before the other staff was able to get there to help. Back at the group home she continued to scream and threatened to kill everyone. This staff then called dispatch and the police arrive and charges filed against [client #2]."</p> <p>-On 6/26/15, BDDS report indicated "[Client #2] works in the life skills area of workshop. On 6/26/15, she came up front into the production area and began arguing with two peers. Staff prompted [client #2] to go back to her area. [Client #2] began arguing and yelling. Staff escorted her back to life skills per her Behavioral Support Plan (BSP). Once there [client #2] continued yelling, cussing and threatening staff. She continued trying to leave the work area. She kicked a staff in the leg and continued to hit the same staff in the face, knocking his glasses off. She then hit the same staff in the stomach. [Client #2] grabbed another staff by the arm and began pinching them. She finally quieted down and was placed in a chair and began to sob and repeatedly said she wanted to kill herself. [Name of hospital] behavioral services were notified by</p>			

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	<p>phone and said to bring [client #2] to the emergency room for assessment. She was admitted to the behavioral unit."</p> <p>Review of client #2's record was completed on 7/1/15 at 11:06 AM. The records indicated client #2's diagnoses included but were not limited to Fetal Alcohol Syndrome and Pervasive Developmental Disorder. Her IPP (Individual Program Plan) dated 1/23/15 indicated training needing addressed included "Inappropriate Behavior - [Client #2] often bosses peers by telling them when it is time to do something, what they should be doing, how to do chores, or that they are not allowed to do something. When peers reject being bossed, [client #2] will yell, cuss, make threats, try to intimidate others, and can become physically aggressive if staff does not intervene immediately. She is controlling of household property. Staff must intervene to ensure peer's rights."</p> <p>Review of the Consent for Special Service Treatment dated 1/7/15 indicated "[Client #2] will have one staff person with her at all times and within an arm's distance of her at all times. Staff will rotate every hour and when the QMRPD is in the group home they will also take a turn with [client #2]. Walkie talkies will be used with [client #2's] special service</p>			

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	<p>plan. [Client #2's] special service must be implemented at all times. This includes while in the group home and while on activities. If [client #2] leaves the group home, staff will continue to follow [client #2]."</p> <p>Client #2's BSP (Behavioral Support Plan) dated 3/9/15 indicated "behaviors to decrease include verbal outbursts - cusses, calls names, yells, and may threaten others or to leave, physical aggression - slamming doors, hitting, throwing objects, self injurious behavior - scratching her arm leaving red marks, stealing - takes items of others, and elopement - leaving supervision without permission such as the group home, work center, or staff supervision on a community outing." The facility neglected to review the client's increased physical and verbal aggression against staff and other clients.</p> <p>Interview with client #8 was completed on 6/26/15 at 7:20 AM. She stated "[Client #2] hit me twice in one day back in February. Once in the med room and then again at the dining room table." Client #8 indicated client #2 taunts her regularly by acting like she is going to strike her but stops short of hitting her. Client #8 stated "I don't feel safe living here in the group home. She hits staff all</p>			

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	<p>the time. Some staff have quit because she has hit them several times; they were good staff too. I want her gone or transfer to another group home."</p> <p>Client #3 was interviewed on 6/30/15 at 4:05 PM. She indicated when client #2 has a behavior, she either throws things or hits staff and most of the girls are scared of her. She stated "I don't like being her roommate. She scares me to death! I'm afraid she is going to break something of mine. I have seen her get so mad she has thrown items down the hallway at clients and staff. I know I'm not supposed to hit clients and staff; the same should apply to [client #2]."</p> <p>Interview with client #6 was completed on 6/30/15 at 5:30 PM. She stated "[client #2] talks to staff and clients with a mean and disrespectful tone. She has hit me in the past. I saw her bite [staff #1] on the left forearm one time not to mention hitting and throwing items at other staff. I only feel safe when staff is next to her. I saw [client #2] hit the QIDP from the men's group home when she came to our group home to visit for no reason."</p> <p>Client #4 was interviewed on 6/30/15 at 5:45 PM. She indicated she feels unsafe in the group home and has seen client #2 hit staff and kick a hole in the wall in the</p>			

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	<p>hallway about the size of a bowling ball. She also stated "[client #2] has hit me twice in the past year - once in the bathroom when she was passing by me and another time outside in the yard. Two staff quit because of her and I was sad to see them go."</p> <p>Client #5, who is legally blind, was interviewed on 6/30/15 at 6:00 PM. She stated "even though [client #2] has not hit me, I have heard her hit staff. [Client #2] tells me to shut up a lot. When we were roommates sometime ago, [client #2] would steal the batteries out of my television remote. Several staff who I really liked have quit because they got tired of being hit and slapped."</p> <p>Interview with client #1 was completed on 7/1/15 at 4:20 PM. She stated "I feel unsafe in the group home because of [client #2's] behaviors. She has hit me several times over the past several years when staff was not around. A lot of the girls here are afraid of her."</p> <p>Review of client #1's record including her Individual Program Plan (IPP) dated 4/27/15 was completed on 7/1/15 at 12:25 PM. A form entitled Pike County ARC IPP Addendum dated 7/23/13 indicated "[Client #1] has expressed she sometimes does not feel comfortable in</p>			

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	<p>her home or feel free to engage in routine activities or hobbies due to [client #2's] behavior. If there is a specific dispute between [client #1] and [client #2], staff should immediately intervene to ensure [client #1's] rights. Staff will intervene in all disputes between [client #1] and [client #2] which includes physical aggression, bossing, threats, and intimidation. The QMRP-D will have regular group sessions while staff engage [client #2] in an activity or outing away from peers. This will be time for [client #1] to talk about concerns and frustrations she has and for staff to give feedback and suggestions for how to cope with peer. If [client #2] has a specific complaint about any peer, she may fill out a client concern form and it will be addressed by the team."</p> <p>Review of client #3's record including her IPP dated 2/13/15 was completed on 7/1/15 at 1:32 PM. A form entitled Pike County ARC IPP Addendum dated 7/23/13 indicated "[Client #3] has expressed she sometimes does not feel comfortable in her home or feel free to engage in routine activities or hobbies due to [client #2's] behavior. If there is a specific dispute between [client #3] and [client #2], staff should immediately intervene to ensure [client #3's] rights. Staff will intervene in all disputes</p>			

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	<p>between [client #3] and [client #2] which includes physical aggression, bossing, threats, and intimidation. The QMRP-D will have regular group sessions while staff engage client #2 in an activity or outing away from peers. This will be time for [client #3] to talk about concerns and frustrations she has and for staff to give feedback and suggestions for how to cope with peer. If [client #3] has a specific complaint about any peer, she may fill out a client concern form and it will be addressed by the team."</p> <p>Review of client #4's record including her IPP dated 12/19/14 was completed on 7/1/15 at 2:32 PM. A form entitled Pike County ARC IPP Addendum dated 7/23/13 indicated "[Client #4] has expressed she sometimes does not feel comfortable in her home or feel free to engage in routine activities or hobbies due to [client #2's] behavior. If there is a specific dispute between [client #4] and [client #2], staff should immediately intervene to ensure [client #4's] rights. Staff will intervene in all disputes between [client #4] and [client #2] which includes physical aggression, bossing, threats, and intimidation. The QMRP-D will have regular group sessions while staff engage [client #2] in an activity or outing away from peers. This will be time for [client #4] to talk about concerns and</p>			

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	<p>frustrations she has and for staff to give feedback and suggestions for how to cope with peer. If [client #4] has a specific complaint about any peer, she may fill out a client concern form and it will be addressed by the team."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for August, 2014, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] gets along with roommate - mad at [client #2] over cleaning bathroom.</p> <p>[Client #1] gets along with roommate - wants to visit her mother more.</p> <p>[Client #7] gets along with roommate - does not feel uncomfortable in the home.</p> <p>[Client #8] gets along with roommate - going on a home visit soon - feels comfortable in the home.</p> <p>[Client #3] gets along with roommate -</p>			

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	<p>talks about going on a date and wants to go on a home visit soon.</p> <p>[Client #5] gets along with roommate - feels comfortable in the home.</p> <p>[Client #4] gets along with roommate - but wants her to stop complaining.</p> <p>After group, [client #2] was asked if she had concerns - gets along with roommate."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for September, 2014, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do it they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] gets along with roommate - N/C (No complaints) feels comfortable in the home.</p> <p>[Client #1] gets along with roommate - feels comfortable in the home - N/C</p> <p>[Client #7] gets along with roommate - sometimes fights and argues with peers,</p>			

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	<p>but always makes up with that person.</p> <p>[Client #8] gets along with roommate - doesn't like when someone jumps all over her - she likes all the girls.</p> <p>[Client #3] likes it here but wants a different roommate.</p> <p>[Client #5] gets along with roommate - feels comfortable here. Clients all boss too much.</p> <p>[Client #4] likes all the girls sometimes not all the time. 'Likes all the staff. Gets along with roommate. Sometimes fights with the girls but always makes up.</p> <p>After group, [client #2] was asked if she had concerns - she was asleep and wouldn't get out of bed."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for October, 2014, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p>			

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	<p>"[Client #6] - gets along with roommate sometimes - nothing else to discuss.</p> <p>[Client #1] - gets along with roommate - doing good.</p> <p>[Client #7] - gets along with roommate - doing good.</p> <p>[Client #8] - gets along with roommate - doing good.</p> <p>[Client #3] - doesn't get along with roommate - not going home visit this weekend - wants to switch roommates - wants another guardian - switching roommates this weekend.</p> <p>[Client #5] - gets along with roommate - washed windows and gets along with staff.</p> <p>[Client #4] - doesn't get along with roommate - wants to switch roommates - switching roommates this weekend.</p> <p>After group, [client #2] was asked if she had concerns - gets along with roommate sometimes - doing good."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for November, 2014, indicated "Group will start off with asking how the consumers</p>			

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	<p>are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] complaining about talking with family on phone and other clients being around. People being in her business. Gets along with her roommate. ('Can move phone to dining room or ask for phone out of office).</p> <p>[Client #1] - gets along with roommate. No one makes her uncomfortable.</p> <p>[Client #7] - roommate talks back and has an attitude.</p> <p>[Client #8] - gets along with roommate. No one makes her feel uncomfortable.</p> <p>[Client #3] - sometimes gets along with roommate.</p> <p>[Client #5] - gets along with roommate. N/C (no complaints).</p> <p>[Client #4] - she likes to joke with people and people don't like to joke back - gets along with roommate. Sometimes people boss her around but she tells them not to.</p>			

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	<p>After group, [client #2] was asked if she had concerns - gets along with roommate - they watched Cops last night."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for December, 2014, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - gets along with roommate.</p> <p>[Client #1] - gets along with roommate, but roommate complains about her snoring.</p> <p>[Client #7] - gets along with roommate but she snores to (sic) loud. No one makes her feel uncomfortable.</p> <p>[Client #8] - gets along with roommate.</p> <p>[Client #3] - gets along with roommate.</p> <p>[Client #5] - gets along with roommate.</p> <p>[Client #4] - gets along with roommate.</p>			

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	<p>After group, [client #2] was asked if she had concerns - but she was gone."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for January, 2015, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - gets along with roommate - concerned about privacy with phone calls.</p> <p>[Client #1] - gets along with roommate - N/C (no complaints)</p> <p>[Client #7] - gets along with roommate - N/C (no complaints)</p> <p>[Client #8] - really likes her roommate - N/C (no complaints)</p> <p>[Client #3] - doesn't get along with roommate.</p> <p>[Client #5] - gets along with roommate - N/C (no complaints)</p>			

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	<p>[Client #4] - doesn't get along with roommate - they sometimes argue</p> <p>After group, [client #2] was asked if she had concerns - [client #2] gets along with her roommate - N/C (no complaints)."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for February, 2015, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - gets along with roommate - concerned about privacy with phone calls.</p> <p>[Client #1] - Doesn't get along well with roommate because of night light. 'Thinks she shouldn't live here anymore since her father has passed away (a year ago).</p> <p>[Client #7] - gets along with roommate - N/C (no complaints)</p> <p>[Client #8] - gets along with roommate - N/C (no complaints)</p>			

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	<p>[Client #3] - doesn't like that roommate turns on the light when roommate wets the bed at night and has to change the sheets.</p> <p>[Client #5] - gets along with roommate - N/C (no complaints)</p> <p>[Client #4] - gets along with roommate - N/C (no complaints)</p> <p>After group, [client #2] was asked if she had concerns - [client #2] gets along with roommate. 'Talked about how 3 staff work at the beginning of the week and 3 other staff work at the end of the week and how each group may do things differently and that no one staff is in charge of the group home.</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for March, 2015, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - gets along with roommate -</p>			

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	<p>N/C (no complaints)</p> <p>[Client #1] - doesn't like the other ladies bossing her (but she was recently caught bossing [client #5]. Good with roommate.</p> <p>[Client #7] - good with roommate - N/C (no complaints)</p> <p>[Client #8] - gets along with roommate - N/C (no complaints)</p> <p>[Client #3] - doesn't get along with roommate. She said she can't watch her television due to [client #2]. [Client #2] said she never tells her she can't watch her television. Staff and [client #2] both stated that [client #3] and [client #2] watch a lot of funny shows together and that [client #3] does watch her television.</p> <p>[Client #5] - good with roommate. Doesn't like being told to get out of the way. Discussed [client #5] can't see them, but they can see [client #5], so they need to be the ones that move out of the way.</p> <p>[Client #4] - was not at group today.</p> <p>After group, [client #2] was asked if she had concerns - good with roommate - they watch funny television shows together.</p>			

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	<p>A form entitled Group Meeting at the WGH (Women's Group Home) for April, 2015, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - gets along with roommate - noise while talking on the phone.</p> <p>[Client #1] - gets along with roommate. Talks about peers 'rambling' on.</p> <p>[Client #7] - sometimes gets along with roommate - N/C (no complaints)</p> <p>[Client #8] - gets along with roommate - N/C (no complaints)</p> <p>[Client #3] - doesn't get along with roommate. Doesn't like to be told to shut up by her peers. Roommate leaves the light on.</p> <p>[Client #5] - gets along with roommate. Peers don't answer the beep on the phone when family is calling. Doesn't like to be bossed.</p>			

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	<p>[Client #4] - gets along with roommate. Doesn't like people bossing her.</p> <p>After group, [client #2] was asked if she had concerns - gets along with roommate. [Client #3] keeps laughing and keeps her up until 10 pm."</p> <p>A form entitled Group Meeting at the WGH (Women's Group Home) for May, 2015, indicated "Group will start off with asking how the consumers are getting along with their roommates, and if there are any complaints. Discuss individual rights, and what clients should do if they feel intimidated by peers, and if they feel comfortable in their home."</p> <p>The form indicated:</p> <p>"[Client #6] - likes roommate - N/C (no complaints)</p> <p>[Client #1] - likes roommate - likes everyone N/C (no complaints)</p> <p>[Client #7] - likes roommate - N/C (no complaints)</p> <p>[Client #8] - likes roommate - N/C (no complaints)</p> <p>[Client #3] - likes roommate - N/C (no complaints)</p>			

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	<p>[Client #5] - likes roommate - N/C (no complaints) - likes new staff.</p> <p>[Client #4] - likes roommate pretty much - no problems.</p> <p>After group, [client #2] was asked if she had concerns - likes roommate, Music being up too loud and others asking to go to the bathroom while she is in there."</p> <p>During interview with the QIDP on 7/7/15 at 12:55 pm, she stated the team "has not reviewed the system of monitoring the clients' fear and feeling uncomfortable in the group home even though [client #2's] physical and verbal aggression toward staff and clients has escalated over the past several months."</p> <p>Interview with staff #1 was conducted on 6/30/15 at 4:15 PM. She indicated she has worked for the facility, mostly at the women's group home, for nearly 5 years and recalled one incident when client #2 eloped to a nearby restaurant and she and another staff went to bring her back to the group home. She stated "[client #2] hit the other staff and hit me as well 4 - 5 times with an open palm to the face. During that incident, the police were called and the other staff pressed assault charges against [client #2]. I have seen</p>			

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	<p>[client #2] hit other staff on many different occasions."</p> <p>The QIDP was interviewed on 6/30/15 at 2:17 PM. She indicated the one on one staffing for client #2 has not been an effective behavior management technique to lessen the aggression and verbal abuse displayed frequently by client #2. She stated "the team has not met to discuss [client #2's] increased physical and verbal aggression towards staff and the other clients (#1, #3, #4, #5, #6, #7, #8)."</p> <p>The facility's policy and procedures were reviewed on 7/2/15 at 8:26 AM. The facility's 8/31/11 Suspected Abuse and Neglect of Consumers policy indicated "all staff must immediately report suspected abuse. Abuse is defined as physical, sexual, verbal, and/or financial abuse. Individuals will be discouraged from using profane or obscene language towards others. Other behaviors that will be discouraged including but not limited to be: inappropriate displays of affection or sexual aggression, verbal or physical aggression, destruction of property, stealing and other deviate or criminal acts with willfully to cause harm to another resident." The policy indicates "all individuals served will be free from physical, verbal, psychological, sexual</p>			

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	abuse, neglect and mistreatment." 9-3-2(a)			

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