STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G802	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED 01/10/2014

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BONA VISTA PROGRAMS INC	112 E WESTMORELAND KOKOMO, IN 46901

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W000000	This visit was for a PCR (Post Certification Revisit) to the investigation of complaint #IN00137327 completed on 10/31/13. Complaint #IN00137327: Not Corrected. Dates of Survey: January 8, 9, and 10, 2014. Facility number: 012527 Provider number: 15G802 AIM number: 201024860 Surveyor: Susan Eakright QIDP The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 1/21/14 by Ruth Shackelford, QIDP.	W000000		
W000149	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 1 of 17 BDDS (Bureau of Developmental Disabilities Services)	W000149	Bona Vista has a policy on the prevention of abuse, neglect,and mistreatment (Appendix A). All Westmoreland staff will be	02/09/2014

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

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

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	reports for an allegation of abuse, neglect, and/or mistreatment reviewed (clients A, B, C, D, E, F, G, and H), the facility neglected to implement their policy and procedure to thoroughly investigate allegations of abuse/neglect/and/or mistreatment, neglected to accurately report the results of the investigation to BDDS, neglected to complete sufficient corrective action, and neglected to provide staff supervision of clients A, B, C, D, E, F, G, and H to ensure the safety of clients. Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at 3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally		retrained on thispolicy. The survey states that the facility failed to report theresults of the investigation to BDDS, however, the incident was reported toBDDS (incident number 572410), follow ups were completed and the incident wasclosed by BQIS on 12/23/13 (Appendix B).To ensure that all investigations are thorough and complete,the investigation documentation process has been revised to include thefollowing elements: an interview form(Appendix C) that includes name of interviewee, name of interviewer, date ofinterview, and signature line. To ensure sufficient corrective action following an incident,the investigation documentation was revised to require the investigator to includea more detailed summary of events (leading up to the incident, during the incident,after the incident) section (Appendix D). The revised documentation also requires the investigator to specify recommendationsincluding actions to prevent reoccurrence (Appendix D), corrective action(action taken besides staff discipline as a response to the incident) (AppendixD). The QDDP, house manager, and leadstaff supervisor will be trained 2/6/14. To ensure monitoring of this process, the QDDP will be required to reportto Vice President of Residential Services, a summary of IDT meeting	

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	aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. The report did not indicate if corrective action was completed. On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the 12/13/13 investigation for the incident on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1		following areport of ANE. Further, the Lead StaffSupervisor, who has the primary responsibility for conducting investigations,will submit investigation material to VP for review to ensure all elements areincluded.	

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	and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "no injuries" and did not indicate which clients were checked for injuries. The investigation indicated GHS #1, GHS #2, and the QIDP were interviewed but did not indicate what was discussed with the three staff. The investigation indicated it was "unknown" which clients were present at the time of the incident. The investigation indicated seven additional staff interviews were conducted and no witness statements were included. The investigation indicated eight client interviews were conducted. The investigation indicated "Include a brief summary that includes a determination if rights have been violated, if services were not provided or not provided appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as			

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	described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established policies, procedures, and rules and to act in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." The DGHL indicated the investigation did not summarize the events before/during/and after the incident. Both staff indicated the investigation did not indicate what corrective action to prevent future occurrences for other employees working in the group home was completed. On 1/9/14 at 5:52pm, a review of the 12/12/13 incident witness statements was conducted and indicated the following:			

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	-An undated witness statement from client A indicated "What happened today after workshop? [Client A] (indicated) [client C] was all upset with [GHS #2] because she nicely asked [client C] to move seats and put his seat belt on. As usual [client C] got mad and stomped out of the van and went into the workshop. [Client C] gets mad about every little thing and I'm so sick of hearing him. What happened after [client C] got back in the van? [Client C] was cussing and acting all crazy as usual and I got sick of hearing it so I told him to shut up...Did you flip [client C] off? Yes because I was sick of it. What happened when you flipped him off? [Client C] said that if I did it again he was going to get me, so I didn't care and did it again. [Client C] reached over the seat and grabbed my hair and I started hitting him so he would let go of my hair. What were staff doing when this happened? [GHS #1] was driving and [GHS #2] was telling [client C] to let go and to sit down because we were driving but he didn't. Eventually [client B] got involved and we pulled over...." -An undated witness statement from client B indicated "What happened today after workshop? [Client B] (indicated) [Client C] was mad because [GHS #2] asked [client C] to move to the next row			

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	of seats so there was more room. [Client C] couldn't get his seat belt fastened so they asked that he move. Tell me what happened when [client C] got mad? [Client C] jumped out of the van and went into the workshop. Then [client E] of course got upset and kicking and screaming and hitting [GHS #2] because [GHS #2] was trying to keep [client E] from leaving the van. Where was [GHS #1] when this was all going on? [GHS #1] followed [client C] into the workshop, which I don't know why [GHS #1] did because there was other staff in the workshop that could have helped with [client C]. [GHS #1] left [GHS #2] in the van by herself to deal with [client E]. I tried to help by asking [client E] to calm down but that only made him more p----- off. What happened to [GHS #2] when [client E] was kicking and hitting and screaming? [GHS #2] just tried to block [client E's] hits but I think [client E] hit her a few times, I know [client E] grabbed [GHS #2's] arm and she tried to stop [client E] from eloping and eventually [client E] was able to sit in his seat and calm down and get strapped in. How long was [GHS #1] gone? I don't know probably 5min (minutes) maybe 10 mins. Tell me about what happened when you were driving back to the house in the van. Well [clients A and C] started at it and			

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	[client A] was irritating [client C] by flipping [client C] off so [client C] reached over the seat and grabbed [client A] and was pulling [client A's] hair so [client A] was trying to hit [client C] so that [client C] would let go...So how did the fight stop between [clients A and C]? Well I was trying to help and they eventually stopped when [GHS #1] pulled over. Did staff ask you to help get [client C] off of [client A]? Yes. Who asked you? [GHS #1]...." -An undated witness statement from client C indicated "What happened today after workshop? [Client C] (indicated) Well I was told that I needed to move to a different seat because apparently there was an issue with seatbelts and clear I was being blamed for it. What makes you think you were being blamed for issues with seatbelts? Because [GHS #2] asked me to move, not anyone else in that row. I know [GHS #2] wasn't being mean but I didn't feel like moving so it p----- me off. When you got mad what did you do? I got out of the van, I wanted to get away from all of them so I went back into the workshop. What happened when you went back into the workshop? [GHS #1] followed me and called [the QIDP] and I talked to [the QIDP] for a little bit and was able to get calmed down enough to walk back to the			

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	van. I was still pretty f---ing mad. Do you know if [GHS #2] was with [client E] and the rest of consumers (clients A, B, D, E, F, G, and H) when you were in the workshop? Well [GHS #1] was with me so I assume [GHS #2] was but I don't know for sure. What happened on the drive back to the house? Well [client A] was being a d--- and was flipping me off and I warned [client A] if [client A] did it again I was going to punch [client A]. Well [client A] did it again. Did you punch him? Well not technically but I did grab [client A's] hair and was getting ready to hit [client A] then [client A] started punching me. That's why my eye is all red. Well I already have issues with my allergies but [client A] hitting me in the eye didn't make things any better. What caused the fight to stop? Well [client B] had to get involved. [Client B] was pulling my hands out of [client A's] hair and grabbed [client A's] hand and kept [client A] from hitting me again. [Client A] had already hit me several times, that's why my eye is so red. Did staff ask [client B] to break up the fight between you and [client A]? No I don't think so, he probably just wanted to get his share in the fight. Did [client B] hit you and [client A]? No but he probably would have if staff weren't there. What was (sic) [GHS #1 and GHS #2] doing when this all was going			

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	on in the van? [GHS #1] was driving and [GHS #2] was sitting in the (front) passenger seat. I did hear her tell us to sit down and stop fighting but I don't know if she did anything else...." -An undated witness statement from client E indicated "What happened yesterday after pickup at the workshop? [Client E] (indicated) a smile and stare (no response). Did you get upset and want to get out of the van? Yes, I don't like being told I have to do something...Did [client C] get mad and get out of the van? Yep. Why did [client C] get mad? Because he doesn't like being told what to do either. What was [client C] told to do? Get his seat belt on. He couldn't sit by me too so that made him mad too. So what happened when you got upset in the van when staff asked you to put your seatbelt on? I tried to hit [GHS #2]. [GHS #2] wouldn't get out of my way...the new girl...Did you hit her? Yea, and I squeezed her arm. She said it hurt and to let her go but I didn't (then client E) smiled...Did [clients A and C] fight when the van was moving? Yep...Did [client B] fight too? Yea, I was scared...." -An unsigned 12/12/13 witness statement from GHS #2 indicated GHS			

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	#1 "and I were going to the workshop to pick up the consumers...(clients A, B, C, D, E, F, and G got into the van). [Client C] was the last to come out (of) the workshop, [GHS #1] rolled down the window (to the van) spoke in a normal tone saying [client C] come on get in the van buddy, we have to go get [client H]. [Client C] got in the van sitting on the first row along with [clients F and E]. I asked all the consumers to put on their seat belts before we drove off. [Clients C, E, and F] were having issues putting on their seat belts because they could not see the buckles. I asked [client F] to move all the way over next to the window and put on his seat belt. [Client E] followed suit. [Client C] was still unable to fasten his seat belt, so I asked him to sit a couple rows back. He asked Do I really have to? I said I would really like it if you did. [Client C] became agitated and stormed out of the van slamming the door shut, proceeding to walk towards the workshop. [Client E] becomes upset and tries to get out of the van by opening the door. [Client A] tries to shut the door however, [client E] is kicking the opening I was holding on to [client E's] upper body because [client E] was trying to slide out of the van. [Client A] is still trying to get the door closed as I am holding on to [client E]. I tell [GHS #1] to get out the driver side			

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	of the van and help [client A] get the door closed." The statement indicated GHS #1 engaged the "child safety lock" and GHS #1 "says he is going to workshop to talk to [client C]." Client E "continued to have behaviors" when GHS #1 left. "[Client E] continues kicking and hitting me, where he strikes me in my right arm that I have blocking the blows he's throwing...[client E] finally calms down (and fastened in his seat in the van)...[GHS #1] and [client C] finally return out (sic) the workshop. [Client C] is still upset being verbally aggressive towards everyone, he is sitting in a very last row next to [client G]." GHS #1 gets into the van and drives down the street. "[Clients A and C] began to argue. I look back and [client A] (is) hanging over the back of his seat face down and [client C] has [client A] by his hair. I tell [GHS #1] he needs to pull over now...[GHS #1] tells [client B] to get [client A] off of [client C]. So [client B] takes off his seatbelt jumps on the row with [client A] on it, I see [client B] reach back as if he is going to hit [client C]. I turn back around and look at [GHS #1] yelling to him to pull over now...." The statement indicated GHS #2 suffered injury to her right arm, right shoulder, and body. -An unsigned 12/12/13 witness			

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	statement from GHS #1 was reviewed. "What happened at pick up today? [Client C] didn't want to move seats when staff asked him to. He wouldn't buckle up so I advised him that safety was first and we weren't leaving until [client C] buckled his seat belt. That made him instantly mad and he got out of van and walked back to the workshop so I followed him. I asked [client C] what was wrong and told him we only wanted to keep him safe and weren't trying to be difficult. [Client C] continued to cuss and yell about being sick of the drama. Where was [GHS #2] and the other consumers when [client C] was having this behavior in the workshop entrance? [GHS #2] was with [client E] and the other consumers in the van. [Client E] was having a behavior and [GHS #2] was dealing with that. When [client C] got upset, [client E] tried to get out of the van too so [GHS #2] was trying to keep [client E] from exiting the van and getting escalated more. I guess [client E] was kicking and hitting [GHS #2]...When did [client C] get back in the van? I called [the QIDP] and she talked to [client C] on the phone and was able to calm him down, so me and [client C] walked back to the van. He was still pretty upset and escalated when we got back to the van, being mainly verbally abusive (and) using			

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	profanity. Why did you let him back in the van while he was still escalated? Because we had to go pick up [client H] and I figured it would be better to get [client C] contained in the van rather than have him out and able to elope or take off back into the workshop. What was going on at the van with [GHS #2] and the other consumers when you got there? [Client E] was still a little escalated, like [client E] normally is after a behavior but everything seemed under control. When [client C] got back in the van, what happened then? Like I said [client C] was being verbally aggressive, using profanity and what not and acted like he was really irritated, but he went and sat down in the very back by [client G] without problems. [Client A] apparently flipped [client C] off and [client C] told [client A] to stop but [client A] kept doing it so that didn't help anything. What happened when [client A] was flipping [client C] off? [Client C] told [client A] that if [client A] done it (sic) one more time [client C] was going to get him. [Client A] did it again so [client C] flipped his seat (belt) off and then grabbed [client A's] hair and I was driving and couldn't pull over. [GHS #2] was trying to talk them down but it wasn't helping...Did [client B] break them up? [Client B] got involved before I pulled over and he was able to			

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	help get it stopped. Did you ask [client B] to get [client A] off of [client C]? I asked [client B] to try and get in between them, yes. Why would you think it was ok to get another consumer involved in a physically aggressive situation? I didn't know what else to do. I was not able to get back there and help because I was driving down [street names]...Plus, I didn't want [GHS #2] to do it and get injured more (sic)." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated the investigation of the 12/12/13 incident did not include the results of the investigation, and did not include recommendations and/or staff retraining. The DGHL indicated the investigation did not indicate a review of the environment for staff seating locations and clients' seating on the facility van. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. The DGHL indicated the facility staff did not follow client C's plans to prevent aggression and to provide safety for clients A, B, C, D, E, F, and G. The DGHL indicated clients A and B had Behavior Support Plans (BSPs) for provoking others and client B had a history of physical			

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	aggression toward clients A and C. The DGHL indicated no documented reviews/revisions for client A, B, and/or C's plans were completed. The DGHL indicated no documented IDT (Interdisciplinary Team) meeting for the 12/12/13 incident was available for review. Client C's record was reviewed on 1/9/14 at 3:12pm. Client C's 10/21/13 ISP (Individual Support Plan) and 10/2013 BSP (Behavior Support Plan) both indicated targeted behaviors of physical aggression, verbal aggression, property destruction, and resists supervision. Client C's 10/2013 BSP indicated "[Client C] has a history of extreme aggression. [Client C] has had aggression with law enforcement where he was handcuffed, pepper sprayed, and taken to the hospital. [Client C's] physical aggression is not attention seeking and direct support professionals should never get in a power struggle with [client C] when he is aggressive...He does not do well with loud areas...Key tips for helping [client C] when he is agitated: Never get in a power struggle. When [client C] resists supervision, when a request is made for him to do, give him 15-30 minutes then restate your request. [Client C] responds more successfully when he feels he had			

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	independently chosen to do something instead of being forced to do something. Your word choice to him is key. When [client C] communicates he is getting upset and going to go off he is attempting to use his words as a warning. Staff should listen and give him space...Try and remove him from loud areas and have him in a quiet non traffic area. Only 1 person speaking to him at a time...[Client C] is already over stimulated a lot. Busy areas, loud noises, multiple voices just escalate his agitation...De-escalating [client C] is the main goal. [Client C] does not become aggressive for attention. His anger is serious and maintaining safety is the number one goal...." Client C's 4/26/13 "Health and Safety Related Incident Management System Plan" indicated client C had "sudden anger" and put client C's and other people's safety at risk when client C was angry. A review of the facility's "Prohibition of Violations of Individual Rights" policy (no date noted) was conducted on 1/08/14 at 2:00pm and indicated: "In order to protect the general welfare of persons served, Bona Vista Programs strictly prohibits the abuse of any form, neglect, exploitation or mistreatment of an individual or violation of an individual's rights by employees or			

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	agents delivering services on behalf of the agency. Definitions: Abuse: Intentional willful infliction of physical injury...Neglect: Failure to provide supervision, training, appropriate care, food, medical care, or medical supervision to an individual...." The policy and procedure indicated each allegation would be thoroughly investigated. On 1/09/14 at 12:00noon, a review was completed of the 10/2005 "Bureau of Developmental Disabilities Services Policy and Guidelines." The BDDS policy and procedure indicated "...Abuse, Neglect, and Mistreatment of Individuals...it is the policy of the company to ensure that individuals are not subjected to physical, verbal, sexual, or psychological abuse or exploitation by anyone including but not limited to: facility staff...other individuals, or themselves." The policy indicated "Neglect, the failure to supply an individual's nutritional, emotional, physical, or health needs although sources of such support are available and offered and such failure results in physical or psychological harm to the individual." The BDDS policy indicated each allegation of abuse, neglect, and/or mistreatment should be immediately reported.			

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	This deficiency was cited on 10/31/2013. The facility failed to implement a systemic plan of correction to prevent recurrence.			
W000154	9-3-2(a) 483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview, for 1 of 17 BDDS (Bureau of Developmental Disabilities Services) reports for an allegation of abuse, neglect, and/or mistreatment reviewed (clients A, B, C, D, E, F, G, and H), the facility failed to thoroughly investigate an allegation of abuse/neglect/and/or mistreatment for clients A, B, C, D, E, F, G, and H to ensure the safety of clients. Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at	W000154	To ensure that all investigations are thorough and complete,the investigation documentation process has been revised to include thefollowing elements: an interview form(Appendix C) that includes name of interviewee, name of interviewer, date ofinterview, and signature line. To ensure sufficient corrective action following an incident,the investigation documentation was revised to require the investigator to includea more detailed summary of events (leading up to the incident, during the incident,after the incident) section (Appendix D). The revised documentation also requires the investigator to specify recommendationsincluding actions to prevent reoccurrence (Appendix D), corrective action(action taken besides staff discipline as a response to the incident) (AppendixD). The QDDP, house manager, and leadstaff supervisor will be trained	02/09/2014

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	3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the		2/6/14. To ensure monitoring of this process, the QDDP will be required to reportto Vice President of Residential Services, a summary of IDT meeting following areport of ANE. Further, the Lead StaffSupervisor, who has the primary responsibility for conducting investigations,will submit investigation material to VP for review to ensure all elements areincluded.	

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	12/13/13 investigation for the incident on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1 and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "no injuries" and did not indicate which clients were checked for injuries. The investigation indicated GHS #1, GHS #2, and the QIDP were interviewed. The investigation indicated it was "unknown" which clients were present at the time of the incident. The investigation indicated seven additional staff interviews were conducted. The investigation indicated eight client interviews were conducted. The investigation indicated "Include a brief summary that includes a determination if rights have been violated, if services were not provided or not provided			

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	appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established policies, procedures, and rules and to act in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." The DGHL indicated the investigation did not describe the events before/during/and after the incident on what had occurred on the group home van on 12/12/13. Both staff indicated the investigation did not include a review of the environment on the van during the 12/12/13 incident, did not include where GHS #2 was during the			

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	incident on the van, did not indicate what injuries GHS #2 experienced on 12/12/13, and did not indicate corrective action for GHS #2. Both staff indicated the investigation did not indicate if corrective action to prevent future occurrences was completed. On 1/9/14 at 5:52pm, a review of the 12/12/13 incident witness statements was conducted and indicated the following: -An undated witness statement from client A indicated "What happened today after workshop? [Client A] (indicated) [client C] was all upset with [GHS #2] because she nicely asked [client C] to move seats and put his seat belt on. As usual [client C] got mad and stomped out of the van and went into the workshop. [Client C] gets mad about every little thing and I'm so sick of hearing him. What happened after [client C] got back in the van? [Client C] was cussing and acting all crazy as usual and I got sick of hearing it so I told him to shut up...Did you flip [client C] off? Yes because I was sick of it. What happened when you flipped him off? [Client C] said that if I did it again he was going to get me, so I didn't care and did it again. [Client C] reached over the seat and grabbed my hair and I started hitting him so he would let go of my			

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	hair. What were staff doing when this happened? [GHS #1] was driving and [GHS #2] was telling [client C] to let go and to sit down because we were driving but he didn't. Eventually [client B] got involved and we pulled over...." -An undated witness statement from client B indicated "What happened today after workshop? [Client B] (indicated) [Client C] was mad because [GHS #2] asked [client C] to move to the next row of seats so there was more room. [Client C] couldn't get his seat belt fastened so they asked that he move. Tell me what happened when [client C] got mad? [Client C] jumped out of the van and went into the workshop. Then [client E] of course got upset and kicking and screaming and hitting [GHS #2] because [GHS #2] was trying to keep [client E] from leaving the van. Where was [GHS #1] when this was all going on? [GHS #1] followed [client C] into the workshop, which I don't know why [GHS #1] did because there was other staff in the workshop that could have helped with [client C]. [GHS #1] left [GHS #2] in the van by herself to deal with [client E]. I tried to help by asking [client E] to calm down but that only made him more p----- off. What happened to [GHS #2] when [client E] was kicking and hitting and screaming?			

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	[GHS #2] just tried to block [client E's] hits but I think [client E] hit her a few times, I know [client E] grabbed [GHS #2's] arm and she tried to stop [client E] from eloping and eventually [client E] was able to sit in his seat and calm down and get strapped in. How long was [GHS #1] gone? I don't know probably 5min (minutes) maybe 10 mins. Tell me about what happened when you were driving back to the house in the van. Well [clients A and C] started at it and [client A] was irritating [client C] by flipping [client C] off so [client C] reached over the seat and grabbed [client A] and was pulling [client A's] hair so [client A] was trying to hit [client C] so that [client C] would let go...So how did the fight stop between [clients A and C]? Well I was trying to help and they eventually stopped when [GHS #1] pulled over. Did staff ask you to help get [client C] off of [client A]? Yes. Who asked you? [GHS #1]...." -An undated witness statement from client C indicated "What happened today after workshop? [Client C] (indicated) Well I was told that I needed to move to a different seat because apparently there was an issue with seatbelts and (it was) clear I was being blamed for it. What makes you think you were being blamed for issues with seatbelts? Because [GHS			

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	#2] asked me to move, not anyone else in that row. I know [GHS #2] wasn't being mean but I didn't feel like moving so it p----- me off. When you got mad what did you do? I got out of the van, I wanted to get away from all of them so I went back into the workshop. What happened when you went back into the workshop? [GHS #1] followed me and called [the QIDP] and I talked to [the QIDP] for a little bit and was able to get calmed down enough to walk back to the van. I was still pretty f---ing mad. Do you know if [GHS #2] was with [client E] and the rest of consumers (clients A, B, D, E, F, G, and H) when you were in the workshop? Well [GHS #1] was with me so I assume [GHS #2] was but I don't know for sure. What happened on the drive back to the house? Well [client A] was being a d--- and was flipping me off and I warned [client A] if [client A] did it again I was going to punch [client A]. Well [client A] did it again. Did you punch him? Well not technically but I did grab [client A's] hair and was getting ready to hit [client A] then [client A] started punching me. That's why my eye is all red. Well I already have issues with my allergies but [client A] hitting me in the eye didn't make things any better. What caused the fight to stop? Well [client B] had to get involved. [Client B] was pulling my hands out of			

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	[client A's] hair and grabbed [client A's] hand and kept [client A] from hitting me again. [Client A] had already hit me several times, that's why my eye is so red. Did staff ask [client B] to break up the fight between you and [client A]? No I don't think so, he probably just wanted to get his share in the fight. Did [client B] hit you and [client A]? No but he probably would have if staff weren't there. What was (sic) [GHS #1 and GHS #2] doing when this all was going on in the van? [GHS #1] was driving and [GHS #2] was sitting in the (front) passenger seat. I did hear her tell us to sit down and stop fighting but I don't know if she did anything else...." -An undated witness statement from client E indicated "What happened yesterday after pickup at the workshop? [Client E] (indicated) a smile and stare (no response). Did you get upset and want to get out of the van? Yes, I don't like being told I have to do something...Did [client C] get mad and get out of the van? Yep. Why did [client C] get mad? Because he doesn't like being told what to do either. What was [client C] told to do? Get his seat belt on. He couldn't sit by me too so that made him mad too. So what happened when you got upset in the van when staff asked you to put your seatbelt			

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	on? I tried to hit [GHS #2]. [GHS #2] wouldn't get out of my way...the new girl...Did you hit her? Yea, and I squeezed her arm. She said it hurt and to let her go but I didn't (then client E) smiled...Did [clients A and C] fight when the van was moving? Yep...Did [client B] fight too? Yea, I was scared...." -An unsigned 12/12/13 witness statement from GHS #2 indicated GHS #1 "and I were going to the workshop to pick up the consumers...(clients A, B, C, D, E, F, and G got into the van). [Client C] was the last to come out (of) the workshop, [GHS #1] rolled down the window (to the van) spoke in a normal tone saying [client C] come on get in the van buddy, we have to go get [client H]. [Client C] got in the van sitting on the first row along with [clients F and E]. I asked all the consumers to put on their seat belts before we drove off. [Clients C, E, and F] were having issues putting on their seat belts because they could not see the buckles. I asked [client F] to move all the way over next to the window and put on his seat belt. [Client E] followed suit. [Client C] was still unable to fasten his seat belt, so I asked him to sit a couple rows back. He asked Do I really have to? I said I would really like it if you did. [Client C] became			

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	agitated and stormed out of the van slamming the door shut, proceeding to walk towards the workshop. [Client E] becomes upset and tries to get out of the van by opening the door. [Client A] tries to shut the door however, [client E] is kicking the opening I was holding on to [client E's] upper body because [client E] was trying to slide out of the van. [Client A] is still trying to get the door closed as I am holding on to [client E]. I tell [GHS #1] to get out the driver side of the van and help [client A] get the door closed." The statement indicated GHS #1 engaged the "child safety lock" and GHS #1 "says he is going to workshop to talk to [client C]." Client E "continued to have behaviors" when GHS #1 left. "[Client E] continues kicking and hitting me, where he strikes me in my right arm that I have blocking the blows he's throwing...[client E] finally calms down (and fastened in his seat in the van)...[GHS #1] and [client C] finally return out (sic) the workshop. [Client C] is still upset being verbally aggressive towards everyone, he is sitting in a very last row next to [client G]." GHS #1 gets into the van and drives down the street. "[Clients A and C] began to argue. I look back and [client A] (is) hanging over the back of his seat face down and [client C] has [client A] by his hair. I tell [GHS #1] he			

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	needs to pull over now...[GHS #1] tells [client B] to get [client A] off of [client C]. So [client B] takes off his seatbelt jumps on the row with [client A] on it, I see [client B] reach back as if he is going to hit [client C]. I turn back around and look at [GHS #1] yelling to him to pull over now...." The statement indicated GHS #2 suffered injury to her right arm, right shoulder, and body. -An unsigned 12/12/13 witness statement from GHS #1 was reviewed. "What happened at pick up today? [Client C] didn't want to move seats when staff asked him to. He wouldn't buckle up so I advised him that safety was first and we weren't leaving until [client C] buckled his seat belt. That made him instantly mad and he got out of van and walked back to the workshop so I followed him. I asked [client C] what was wrong and told him we only wanted to keep him safe and weren't trying to be difficult. [Client C] continued to cuss and yell about being sick of the drama. Where was [GHS #2] and the other consumers when [client C] was having this behavior in the workshop entrance? [GHS #2] was with [client E] and the other consumers in the van. [Client E] was having a behavior and [GHS #2] was dealing with that. When [client C] got upset, [client E]			

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	tried to get out of the van too so [GHS #2] was trying to keep [client E] from exiting the van and getting escalated more. I guess [client E] was kicking and hitting [GHS #2]...When did [client C] get back in the van? I called [the QIDP] and she talked to [client C] on the phone and was able to calm him down, so me and [client C] walked back to the van. He was still pretty upset and escalated when we got back to the van, being mainly verbally abusive (and) using profanity. Why did you let him back in the van while he was still escalated? Because we had to go pick up [client H] and I figured it would be better to get [client C] contained in the van rather than have him out and able to elope or take off back into the workshop. What was going on at the van with [GHS #2] and the other consumers when you got there? [Client E] was still a little escalated, like [client E] normally is after a behavior but everything seemed under control. When [client C] got back in the van, what happened then? Like I said [client C] was being verbally aggressive, using profanity and what not and acted like he was really irritated, but he went and sat down in the very back by [client G] without problems. [Client A] apparently flipped [client C] off and [client C] told [client A] to stop but [client A] kept doing it so that didn't			

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	help anything. What happened when [client A] was flipping [client C] off? [Client C] told [client A] that if [client A] done it (sic) one more time [client C] was going to get him. [Client A] did it again so [client C] flipped his seat (belt) off and then grabbed [client A's] hair and I was driving and couldn't pull over. [GHS #2] was trying to talk them down but it wasn't helping...Did [client B] break them up? [Client B] got involved before I pulled over and he was able to help get it stopped. Did you ask [client B] to get [client A] off of [client C]? I asked [client B] to try and get in between them, yes. Why would you think it was ok to get another consumer involved in a physically aggressive situation? I didn't know what else to do. I was not able to get back there and help because I was driving down [street names]...Plus, I didn't want [GHS #2] to do it and get injured more (sic)." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated the investigation of the 12/12/13 incident did not describe the events before/during/and after the incident on what had occurred on the group home van on 12/12/13. Both staff indicated the investigation did not include a review of the environment on the van during the 12/12/13 incident, did			

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	not include where GHS #2 was during the incident on the van, did not indicate what injuries GHS #2 experienced on 12/12/13, and did not indicate corrective action for GHS #2. Both staff indicated the investigation did not indicate if corrective action to prevent future occurrences was completed. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. This deficiency was cited on 10/31/2013. The facility failed to implement a systemic plan of correction to prevent recurrence. 9-3-2(a)			
W000157	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 1 of 17 BDDS (Bureau of Developmental Disabilities Services) reports for an allegation of abuse, neglect, and/or mistreatment reviewed (clients A, B, C, D, E, F, G, and H), the facility failed to report the results of the investigation to BDDS and failed to complete sufficient corrective action for clients A, B, C, D, E, F, G, and H to ensure the safety of clients.	W000157	The survey states that the facility failed to report theresults of the investigation to BDDS, however, the incident was reported toBDDS (incident number 572410), follow ups were completed and the incident wasclosed by BQIS on 12/23/13 (Appendix B).To ensure sufficient corrective action following an incident,the investigation documentation was revised to require the investigator to includea more detailed summary of events (leading up to	02/09/2014

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	Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at 3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a		the incident, during the incident,after the incident) section (Appendix D). The revised documentation also requires the investigator to specify recommendationsincluding actions to prevent reoccurrence (Appendix D), corrective action(action taken besides staff discipline as a response to the incident) (AppendixD). The QDDP, house manager, and leadstaff supervisor will be trained 2/6/14. To ensure monitoring of this process, the QDDP will be required to reportto Vice President of Residential Services, a summary of IDT meeting following areport of ANE. Further, the Lead StaffSupervisor, who has the primary responsibility for conducting investigations,will submit investigation material to VP for review to ensure all elements areincluded.Additionally, all staff will be retrained on Client C's BSPand will be retrained on the principles of Non-violent Crisis PreventionIntervention to provide additional resources for dealing with aggressivebehavior (Appendix E). To ensure thatstaff maintain a complete understanding of al consumer BSP's, the Westmorelandhouse manager will be required to review the BSP's of 2 consumers at eachmonthly staff meeting. This will ensurereview of BSP on each consumer once each	

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	consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. The report did not indicate if corrective action was completed. On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the 12/13/13 investigation for the incident on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1 and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "no injuries" and did not indicate which clients were		quarter. For continued monitoring, staff meeting signin sheet and agenda will be required to be turned in to Lead Residential StaffSupervisor each month.	

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	checked for injuries. The investigation indicated GHS #1, GHS #2, and the QIDP were interviewed but did not indicate or document what was discussed with the three staff. The investigation indicated it was "unknown" which clients were present at the time of the incident. The investigation indicated seven additional staff interviews were conducted. The investigation indicated eight client interviews were conducted. The investigation indicated "Include a brief summary that includes a determination if rights have been violated, if services were not provided or not provided appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established policies, procedures, and rules and to act in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when			

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	he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." The DGHL indicated and the investigation did not describe the events before/during/and after the incident on what had occurred on the group home van on 12/12/13. Both staff indicated the investigation did not include a review of the environment on the van during the 12/12/13 incident, did not include where GHS #2 was during the incident on the van, did not indicate what injuries GHS #2 experienced on 12/12/13, and did not indicate corrective action for GHS #2. Both staff indicated the investigation did not indicate if corrective action to prevent future occurrences was completed. On 1/9/14 at 5:52pm, a review of the 12/12/13 incident witness statements was conducted and indicated the following: -An undated witness statement from client B indicated "What happened today after workshop? [Client B] (indicated) [Client C] was mad because [GHS #2] asked [client C] to move to the next row of seats so there was more room.			

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	[Client C] couldn't get his seat belt fastened so they asked that he move. Tell me what happened when [client C] got mad? [Client C] jumped out of the van and went into the workshop. Then [client E] of course got upset and kicking and screaming and hitting [GHS #2] because [GHS #2] was trying to keep [client E] from leaving the van. Where was [GHS #1] when this was all going on? [GHS #1] followed [client C] into the workshop, which I don't know why [GHS #1] did because there was other staff in the workshop that could have helped with [client C]. [GHS #1] left [GHS #2] in the van by herself to deal with [client E]. I tried to help by asking [client E] to calm down but that only made him more p----- off. What happened to [GHS #2] when [client E] was kicking and hitting and screaming? [GHS #2] just tried to block [client E's] hits but I think [client E] hit her a few times, I know [client E] grabbed [GHS #2's] arm and she tried to stop [client E] from eloping and eventually [client E] was able to sit in his seat and calm down and get strapped in. How long was [GHS #1] gone? I don't know probably 5min (minutes) maybe 10 mins. Tell me about what happened when you were driving back to the house in the van. Well [clients A and C] started at it and [client A] was irritating [client C] by			

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	flipping [client C] off so [client C] reached over the seat and grabbed [client A] and was pulling [client A's] hair so [client A] was trying to hit [client C] so that [client C] would let go...So how did the fight stop between [clients A and C]? Well I was trying to help and they eventually stopped when [GHS #1] pulled over. Did staff ask you to help get [client C] off of [client A]? Yes. Who asked you? [GHS #1]...." -An unsigned 12/12/13 witness statement from GHS #2 indicated GHS #1 "and I were going to the workshop to pick up the consumers...(clients A, B, C, D, E, F, and G got into the van). [Client C] was the last to come out (of) the workshop, [GHS #1] rolled down the window (to the van) spoke in a normal tone saying [client C] come on get in the van buddy, we have to go get [client H]. [Client C] got in the van sitting on the first row along with [clients F and E]. I asked all the consumers to put on their seat belts before we drove off. [Clients C, E, and F] were having issues putting on their seat belts because they could not see the buckles. I asked [client F] to move all the way over next to the window and put on his seat belt. [Client E] followed suit. [Client C] was still unable to fasten his seat belt, so I asked him to sit a couple rows back. He asked			

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	Do I really have to? I said I would really like it if you did. [Client C] became agitated and stormed out of the van slamming the door shut, proceeding to walk towards the workshop. [Client E] becomes upset and tries to get out of the van by opening the door. [Client A] tries to shut the door however, [client E] is kicking the opening I was holding on to [client E's] upper body because [client E] was trying to slide out of the van. [Client A] is still trying to get the door closed as I am holding on to [client E]. I tell [GHS #1] to get out the driver side of the van and help [client A] get the door closed." The statement indicated GHS #1 engaged the "child safety lock" and GHS #1 "says he is going to workshop to talk to [client C]." Client E "continued to have behaviors" when GHS #1 left. "[Client E] continues kicking and hitting me, where he strikes me in my right arm that I have blocking the blows he's throwing...[client E] finally calms down (and fastened in his seat in the van)...[GHS #1] and [client C] finally return out (sic) the workshop. [Client C] is still upset being verbally aggressive towards everyone, he is sitting in a very last row next to [client G]." GHS #1 gets into the van and drives down the street. "[Clients A and C] began to argue. I look back and [client A] (is) hanging over the back of			

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	his seat face down and [client C] has [client A] by his hair. I tell [GHS #1] he needs to pull over now...[GHS #1] tells [client B] to get [client A] off of [client C]. So [client B] takes off his seatbelt jumps on the row with [client A] on it, I see [client B] reach back as if he is going to hit [client C]. I turn back around and look at [GHS #1] yelling to him to pull over now...." The statement indicated GHS #2 suffered injury to her right arm, right shoulder, and body. -An unsigned 12/12/13 witness statement from GHS #1 was reviewed. "What happened at pick up today? [Client C] didn't want to move seats when staff asked him to. He wouldn't buckle up so I advised him that safety was first and we weren't leaving until [client C] buckled his seat belt. That made him instantly mad and he got out of van and walked back to the workshop so I followed him. I asked [client C] what was wrong and told him we only wanted to keep him safe and weren't trying to be difficult. [Client C] continued to cuss and yell about being sick of the drama. Where was [GHS #2] and the other consumers when [client C] was having this behavior in the workshop entrance? [GHS #2] was with [client E] and the other consumers in the van. [Client E] was having a behavior			

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	and [GHS #2] was dealing with that. When [client C] got upset, [client E] tried to get out of the van too so [GHS #2] was trying to keep [client E] from exiting the van and getting escalated more. I guess [client E] was kicking and hitting [GHS #2]...When did [client C] get back in the van? I called [the QIDP] and she talked to [client C] on the phone and was able to calm him down, so me and [client C] walked back to the van. He was still pretty upset and escalated when we got back to the van, being mainly verbally abusive (and) using profanity. Why did you let him back in the van while he was still escalated? Because we had to go pick up [client H] and I figured it would be better to get [client C] contained in the van rather than have him out and able to elope or take off back into the workshop. What was going on at the van with [GHS #2] and the other consumers when you got there? [Client E] was still a little escalated, like [client E] normally is after a behavior but everything seemed under control. When [client C] got back in the van, what happened then? Like I said [client C] was being verbally aggressive, using profanity and what not and acted like he was really irritated, but he went and sat down in the very back by [client G] without problems. [Client A] apparently flipped [client C] off and			

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	[client C] told [client A] to stop but [client A] kept doing it so that didn't help anything. What happened when [client A] was flipping [client C] off? [Client C] told [client A] that if [client A] done it (sic) one more time [client C] was going to get him. [Client A] did it again so [client C] flipped his seat (belt) off and then grabbed [client A's] hair and I was driving and couldn't pull over. [GHS #2] was trying to talk them down but it wasn't helping...Did [client B] break them up? [Client B] got involved before I pulled over and he was able to help get it stopped. Did you ask [client B] to get [client A] off of [client C]? I asked [client B] to try and get in between them, yes. Why would you think it was ok to get another consumer involved in a physically aggressive situation? I didn't know what else to do. I was not able to get back there and help because I was driving down [street names]...Plus, I didn't want [GHS #2] to do it and get injured more (sic)." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated the investigation of the 12/12/13 incident did not include the results of the investigation and did not include recommendations and/or staff retraining. The DGHL indicated no corrective action was available for			

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	review to prevent future occurrences. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. The DGHL indicated GHS #1 should not have encouraged client B to discipline clients A and C when client B was involved in the 12/12/13 incident. The DGHL indicated the facility staff did not follow client C's plans to prevent aggression and to provide safety for clients A, B, C, D, E, F, and G. The DGHL indicated clients A and B had Behavior Support Plans (BSPs) for provoking others and client B had a history of physical aggression toward clients A and C. The DGHL indicated no documented reviews and/or revisions for client A, B, and/or C's plans were completed. The DGHL indicated no documented IDT (Interdisciplinary Team) meeting for the 12/12/13 incident was available for review. Client C's record was reviewed on 1/9/14 at 3:12pm. Client C's 10/21/13 ISP (Individual Support Plan) and 10/2013 BSP (Behavior Support Plan) both indicated targeted behaviors of physical aggression, verbal aggression, property destruction, and resists supervision. Client C's 10/2013 BSP indicated "[Client C] has a history of			

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	extreme aggression. [Client C] has had aggression with law enforcement where he was handcuffed, pepper sprayed, and taken to the hospital. [Client C's] physical aggression is not attention seeking and direct support professionals should never get in a power struggle with [client C] when he is aggressive...He does not do well with loud areas...Key tips for helping [client C] when he is agitated: Never get in a power struggle. When [client C] resists supervision, when a request is made for him to do, give him 15-30 minutes then restate your request. [Client C] responds more successfully when he feels he had independently chosen to do something instead of being forced to do something. Your word choice to him is key. When [client C] communicates he is getting upset and going to go off he is attempting to use his words as a warning. Staff should listen and give him space...Try and remove him from loud areas and have him in a quiet non traffic area. Only 1 person speaking to him at a time...[Client C] is already over stimulated a lot. Busy areas, loud noises, multiple voices just escalate his agitation...De-escalating [client C] is the main goal. [Client C] does not become aggressive for attention. His anger is serious and maintaining safety is the number one goal...." Client C's 4/26/13			

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	"Health and Safety Related Incident Management System Plan" indicated client C had "sudden anger" and put client C's and other people's safety at risk when client C was angry. This deficiency was cited on 10/31/2013. The facility failed to implement a systemic plan of correction to prevent recurrence. 9-3-2(a)			
W000189	483.430(e)(1) STAFF TRAINING PROGRAM The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently. Based on record review and interview, the facility failed to provide sufficient training and/or retraining to ensure staff provided staff supervision, implementation of client C's BSP (Behavior Support Plan), and to provide for the safety of clients A, B, C, D, E, F, G, and H. Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports	W000189	All staff will be retrained on Client C's BSP and will beretrained on the principles of Non-violent Crisis Prevention Intervention toprovide additional resources for dealing with aggressive behavior (Appendix E). To ensure that staff maintain a completeunderstanding of all consumer BSP's, the Westmoreland house manager will berequired to review the BSP's of 2 consumers at each monthly staff meeting. This will ensure review of BSP on eachconsumer once each quarter. Thistraining will include not only a review of the respective	02/09/2014

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	were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at 3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. The report did not indicate if completed staff training was completed.		BSP's, but also roleplay of possible situations. Forcontinued monitoring, staff meeting sign in sheet and agenda will be requiredto be turned in to Lead Residential Staff Supervisor each month.	

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	On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the 12/13/13 investigation for the incident on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1 and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "no injuries" and did not indicate which clients were checked for injuries. The investigation indicated GHS #1, GHS #2, and the QIDP were interviewed but did not indicate or document what was discussed with the three staff. The investigation indicated "Include a brief summary that includes a determination if			

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	rights have been violated, if services were not provided or not provided appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established policies, procedures, and rules and to act in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." The DGHL indicated and the investigation did not describe the events before/during/and after the incident on what had occurred on the group home van on 12/12/13. The DGHL indicated the investigation did not include a review of the environment			

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	on the van during the 12/12/13 incident, did not include where GHS #2 was during the incident on the van, did not indicate what injuries GHS #2 experienced on 12/12/13, and did not indicate staff retraining after the incident for GHS #2. The DGHL indicated the investigation did not indicate if staff training and/or retraining was completed to prevent future occurrences. On 1/9/14 at 5:52pm, a review of the 12/12/13 incident witness statements was conducted and indicated the following: -An undated witness statement from client B indicated "What happened today after workshop? [Client B] (indicated) [Client C] was mad because [GHS #2] asked [client C] to move to the next row of seats so there was more room. [Client C] couldn't get his seat belt fastened so they asked that he move. Tell me what happened when [client C] got mad? [Client C] jumped out of the van and went into the workshop. Then [client E] of course got upset and kicking and screaming and hitting [GHS #2] because [GHS #2] was trying to keep [client E] from leaving the van. Where was [GHS #1] when this was all going on? [GHS #1] followed [client C] into the workshop, which I don't know why [GHS #1] did because there was			

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	other staff in the workshop that could have helped with [client C]. [GHS #1] left [GHS #2] in the van by herself to deal with [client E]. I tried to help by asking [client E] to calm down but that only made him more p----- off. What happened to [GHS #2] when [client E] was kicking and hitting and screaming? [GHS #2] just tried to block [client E's] hits but I think [client E] hit her a few times, I know [client E] grabbed [GHS #2's] arm and she tried to stop [client E] from eloping and eventually [client E] was able to sit in his seat and calm down and get strapped in. How long was [GHS #1] gone? I don't know probably 5min (minutes) maybe 10 mins. Tell me about what happened when you were driving back to the house in the van. Well [clients A and C] started at it and [client A] was irritating [client C] by flipping [client C] off so [client C] reached over the seat and grabbed [client A] and was pulling [client A's] hair so [client A] was trying to hit [client C] so that [client C] would let go...So how did the fight stop between [clients A and C]? Well I was trying to help and they eventually stopped when [GHS #1] pulled over. Did staff ask you to help get [client C] off of [client A]? Yes. Who asked you? [GHS #1]...." -An unsigned 12/12/13 witness			

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	statement from GHS #2 indicated GHS #1 "and I were going to the workshop to pick up the consumers...(clients A, B, C, D, E, F, and G got into the van). [Client C] was the last to come out (of) the workshop, [GHS #1] rolled down the window (to the van) spoke in a normal tone saying [client C] come on get in the van buddy, we have to go get [client H]. [Client C] got in the van sitting on the first row along with [clients F and E]. I asked all the consumers to put on their seat belts before we drove off. [Clients C, E, and F] were having issues putting on their seat belts because they could not see the buckles. I asked [client F] to move all the way over next to the window and put on his seat belt. [Client E] followed suit. [Client C] was still unable to fasten his seat belt, so I asked him to sit a couple rows back. He asked Do I really have to? I said I would really like it if you did. [Client C] became agitated and stormed out of the van slamming the door shut, proceeding to walk towards the workshop. [Client E] becomes upset and tries to get out of the van by opening the door. [Client A] tries to shut the door however, [client E] is kicking the opening I was holding on to [client E's] upper body because [client E] was trying to slide out of the van. [Client A] is still trying to get the door closed as I am holding on to [client E]. I			

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	tell [GHS #1] to get out the driver side of the van and help [client A] get the door closed." The statement indicated GHS #1 engaged the "child safety lock" and GHS #1 "says he is going to workshop to talk to [client C]." Client E "continued to have behaviors" when GHS #1 left. "[Client E] continues kicking and hitting me, where he strikes me in my right arm that I have blocking the blows he's throwing...[client E] finally calms down (and fastened in his seat in the van)...[GHS #1] and [client C] finally return out (sic) the workshop. [Client C] is still upset being verbally aggressive towards everyone, he is sitting in a very last row next to [client G]." GHS #1 gets into the van and drives down the street. "[Clients A and C] began to argue. I look back and [client A] (is) hanging over the back of his seat face down and [client C] has [client A] by his hair. I tell [GHS #1] he needs to pull over now...[GHS #1] tells [client B] to get [client A] off of [client C]. So [client B] takes off his seatbelt jumps on the row with [client A] on it, I see [client B] reach back as if he is going to hit [client C]. I turn back around and look at [GHS #1] yelling to him to pull over now...." The statement indicated GHS #2 suffered injury to her right arm, right shoulder, and body.			

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	-An unsigned 12/12/13 witness statement from GHS #1 was reviewed. "What happened at pick up today? [Client C] didn't want to move seats when staff asked him to. He wouldn't buckle up so I advised him that safety was first and we weren't leaving until [client C] buckled his seat belt. That made him instantly mad and he got out of van and walked back to the workshop so I followed him. I asked [client C] what was wrong and told him we only wanted to keep him safe and weren't trying to be difficult. [Client C] continued to cuss and yell about being sick of the drama. Where was [GHS #2] and the other consumers when [client C] was having this behavior in the workshop entrance? [GHS #2] was with [client E] and the other consumers in the van. [Client E] was having a behavior and [GHS #2] was dealing with that. When [client C] got upset, [client E] tried to get out of the van too so [GHS #2] was trying to keep [client E] from exiting the van and getting escalated more. I guess [client E] was kicking and hitting [GHS #2]...When did [client C] get back in the van? I called [the QIDP] and she talked to [client C] on the phone and was able to calm him down, so me and [client C] walked back to the van. He was still pretty upset and escalated when we got back to the van, being			

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	mainly verbally abusive (and) using profanity. Why did you let him back in the van while he was still escalated? Because we had to go pick up [client H] and I figured it would be better to get [client C] contained in the van rather than have him out and able to elope or take off back into the workshop. What was going on at the van with [GHS #2] and the other consumers when you got there? [Client E] was still a little escalated, like [client E] normally is after a behavior but everything seemed under control. When [client C] got back in the van, what happened then? Like I said [client C] was being verbally aggressive, using profanity and what not and acted like he was really irritated, but he went and sat down in the very back by [client G] without problems. [Client A] apparently flipped [client C] off and [client C] told [client A] to stop but [client A] kept doing it so that didn't help anything. What happened when [client A] was flipping [client C] off? [Client C] told [client A] that if [client A] done it (sic) one more time [client C] was going to get him. [Client A] did it again so [client C] flipped his seat (belt) off and then grabbed [client A's] hair and I was driving and couldn't pull over. [GHS #2] was trying to talk them down but it wasn't helping...Did [client B] break them up? [Client B] got involved			

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	before I pulled over and he was able to help get it stopped. Did you ask [client B] to get [client A] off of [client C]? I asked [client B] to try and get in between them, yes. Why would you think it was ok to get another consumer involved in a physically aggressive situation? I didn't know what else to do. I was not able to get back there and help because I was driving down [street names]...Plus, I didn't want [GHS #2] to do it and get injured more (sic)." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated the investigation of the 12/12/13 incident did not include the results of the investigation and did not include recommendations and/or staff retraining. The DGHL indicated no corrective action was available for review to prevent future occurrences. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. The DGHL indicated GHS #1 should not have encouraged client B to discipline clients A and C when client B was involved in the 12/12/13 incident. The DGHL indicated the facility staff did not follow client C's plans to prevent aggression and to provide safety for clients A, B, C, D, E, F, and G. The			

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	DGHL indicated clients A and B had Behavior Support Plans (BSPs) for provoking others and client B had a history of physical aggression toward clients A and C. The DGHL indicated no documented reviews and/or revisions for client A, B, and/or C's plans were completed. The DGHL indicated no documented IDT (Interdisciplinary Team) meeting for the 12/12/13 incident was available for review. Client C's record was reviewed on 1/9/14 at 3:12pm. Client C's 10/21/13 ISP (Individual Support Plan) and 10/2013 BSP (Behavior Support Plan) both indicated targeted behaviors of physical aggression, verbal aggression, property destruction, and resists supervision. Client C's 10/2013 BSP indicated "[Client C] has a history of extreme aggression. [Client C] has had aggression with law enforcement where he was handcuffed, pepper sprayed, and taken to the hospital. [Client C's] physical aggression is not attention seeking and direct support professionals should never get in a power struggle with [client C] when he is aggressive...He does not do well with loud areas...Key tips for helping [client C] when he is agitated: Never get in a power struggle. When [client C] resists supervision, when a request is made for			

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	him to do, give him 15-30 minutes then restate your request. [Client C] responds more successfully when he feels he had independently chosen to do something instead of being forced to do something. Your word choice to him is key. When [client C] communicates he is getting upset and going to go off he is attempting to use his words as a warning. Staff should listen and give him space...Try and remove him from loud areas and have him in a quiet non traffic area. Only 1 person speaking to him at a time...[Client C] is already over stimulated a lot. Busy areas, loud noises, multiple voices just escalate his agitation...De-escalating [client C] is the main goal. [Client C] does not become aggressive for attention. His anger is serious and maintaining safety is the number one goal...." Client C's 4/26/13 "Health and Safety Related Incident Management System Plan" indicated client C had "sudden anger" and put client C's and other people's safety at risk when client C was angry. Client C's BSP and Health and Safety plans both indicated client C had "dangerous behaviors" of physical aggression. This deficiency was cited on 10/31/2013. The facility failed to implement a systemic plan of correction to prevent recurrence.			

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	9-3-3(a)			
W000249	483.440(d)(1) PROGRAM IMPLEMENTATION As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. Based on record review and interview, for 1 of 3 sampled clients (client C), the facility failed to ensure staff correctly implemented client C's BSP (Behavior Support Plan) to provide for the safety of clients A, B, C, D, E, F, G, and H. Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at 3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off	W000249	All staff will be retrained on Client C's BSP and will beretrained on the principles of Non-violent Crisis Prevention Intervention toprovide additional resources for dealing with aggressive behavior (Appendix E).Additionally, Westmoreland staff will be required to have at least one staffmember sitting in the van amongst the consumers to maintain safety in the eventof an incident. To ensure that staff maintain a complete understanding of allconsumer BSP's, and safety measures, the Westmoreland house manager will berequired to review the BSP's of 2 clients at each monthly staff meeting. This will ensure review of BSP on eachconsumer once each quarter. Thistraining will include not only a review of the respective BSP's, but also roleplay of possible situations. Forcontinued monitoring, the staff meeting sign in sheet and agenda will be	02/09/2014

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	twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. The report did not indicate corrective action and/or if completed corrective action was completed. On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the 12/13/13 investigation for the incident		requiredto be turned in to Lead Residential Staff Supervisor each month for review ofcompliance.	

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	on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1 and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "Include a brief summary that includes a determination if rights have been violated, if services were not provided or not provided appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established policies, procedures, and rules and to act			

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	in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." On 1/9/14 at 5:52pm, a review of the 12/12/13 incident witness statements was conducted and indicated the following: -An undated witness statement from client B indicated "What happened today after workshop? [Client B] (indicated) [Client C] was mad because [GHS #2] asked [client C] to move to the next row of seats so there was more room. [Client C] couldn't get his seat belt fastened so they asked that he move. Tell me what happened when [client C] got mad? [Client C] jumped out of the van and went into the workshop. Then [client E] of course got upset and kicking and screaming and hitting [GHS #2] because [GHS #2] was trying to keep [client E] from leaving the van. Where was [GHS #1] when this was all			

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	going on? [GHS #1] followed [client C] into the workshop, which I don't know why [GHS #1] did because there was other staff in the workshop that could have helped with [client C]. [GHS #1] left [GHS #2] in the van by herself to deal with [client E]. I tried to help by asking [client E] to calm down but that only made him more p----- off. What happened to [GHS #2] when [client E] was kicking and hitting and screaming? [GHS #2] just tried to block [client E's] hits but I think [client E] hit her a few times, I know [client E] grabbed [GHS #2's] arm and she tried to stop [client E] from eloping and eventually [client E] was able to sit in his seat and calm down and get strapped in. How long was [GHS #1] gone? I don't know probably 5min (minutes) maybe 10 mins. Tell me about what happened when you were driving back to the house in the van. Well [clients A and C] started at it and [client A] was irritating [client C] by flipping [client C] off so [client C] reached over the seat and grabbed [client A] and was pulling [client A's] hair so [client A] was trying to hit [client C] so that [client C] would let go...So how did the fight stop between [clients A and C]? Well I was trying to help and they eventually stopped when [GHS #1] pulled over. Did staff ask you to help get [client C] off of [client A]? Yes.			

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	Who asked you? [GHS #1]...." -An undated witness statement from client C indicated "What happened today after workshop? [Client C] (indicated) Well I was told that I needed to move to a different seat because apparently there was an issue with seatbelts and clear I was being blamed for it. What makes you think you were being blamed for issues with seatbelts? Because [GHS #2] asked me to move, not anyone else in that row. I know [GHS #2] wasn't being mean but I didn't feel like moving so it p----- me off. When you got mad what did you do? I got out of the van, I wanted to get away from all of them so I went back into the workshop. What happened when you went back into the workshop? [GHS #1] followed me and called [the QIDP] and I talked to [the QIDP] for a little bit and was able to get calmed down enough to walk back to the van. I was still pretty f---ing mad. Do you know if [GHS #2] was with [client E] and the rest of consumers (clients A, B, D, E, F, G, and H) when you were in the workshop? Well [GHS #1] was with me so I assume [GHS #2] was but I don't know for sure. What happened on the drive back to the house? Well [client A] was being a d--- and was flipping me off and I warned [client A] if [client A] did it again I was going to punch [client A].			

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	Well [client A] did it again. Did you punch him? Well not technically but I did grab [client A's] hair and was getting ready to hit [client A] then [client A] started punching me. That's why my eye is all red. Well I already have issues with my allergies but [client A] hitting me in the eye didn't make things any better. What caused the fight to stop? Well [client B] had to get involved. [Client B] was pulling my hands out of [client A's] hair and grabbed [client A's] hand and kept [client A] from hitting me again. [Client A] had already hit me several times, that's why my eye is so red. Did staff ask [client B] to break up the fight between you and [client A]? No I don't think so, he probably just wanted to get his share in the fight. Did [client B] hit you and [client A]? No but he probably would have if staff weren't there. What was (sic) [GHS #1 and GHS #2] doing when this all was going on in the van? [GHS #1] was driving and [GHS #2] was sitting in the (front) passenger seat. I did hear her tell us to sit down and stop fighting but I don't know if she did anything else...." -An unsigned 12/12/13 witness statement from GHS #2 indicated GHS #1 "and I were going to the workshop to pick up the consumers...(clients A, B, C, D, E, F, and G got into the van). [Client			

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	C] was the last to come out (of) the workshop, [GHS #1] rolled down the window (to the van) spoke in a normal tone saying [client C] come on get in the van buddy, we have to go get [client H]. [Client C] got in the van sitting on the first row along with [clients F and E]. I asked all the consumers to put on their seat belts before we drove off. [Clients C, E, and F] were having issues putting on their seat belts because they could not see the buckles. I asked [client F] to move all the way over next to the window and put on his seat belt. [Client E] followed suit. [Client C] was still unable to fasten his seat belt, so I asked him to sit a couple rows back. He asked Do I really have to? I said I would really like it if you did. [Client C] became agitated and stormed out of the van slamming the door shut, proceeding to walk towards the workshop. [Client E] becomes upset and tries to get out of the van by opening the door. [Client A] tries to shut the door however, [client E] is kicking the opening I was holding on to [client E's] upper body because [client E] was trying to slide out of the van. [Client A] is still trying to get the door closed as I am holding on to [client E]. I tell [GHS #1] to get out the driver side of the van and help [client A] get the door closed." The statement indicated GHS #1 engaged the "child safety lock"			

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	and GHS #1 "says he is going to workshop to talk to [client C]." Client E "continued to have behaviors" when GHS #1 left. "[Client E] continues kicking and hitting me, where he strikes me in my right arm that I have blocking the blows he's throwing...[client E] finally calms down (and fastened in his seat in the van)...[GHS #1] and [client C] finally return out (sic) the workshop. [Client C] is still upset being verbally aggressive towards everyone, he is sitting in a very last row next to [client G]." GHS #1 gets into the van and drives down the street. "[Clients A and C] began to argue. I look back and [client A] (is) hanging over the back of his seat face down and [client C] has [client A] by his hair. I tell [GHS #1] he needs to pull over now...[GHS #1] tells [client B] to get [client A] off of [client C]. So [client B] takes off his seatbelt jumps on the row with [client A] on it, I see [client B] reach back as if he is going to hit [client C]. I turn back around and look at [GHS #1] yelling to him to pull over now...." -An unsigned 12/12/13 witness statement from GHS #1 was reviewed. "What happened at pick up today? [Client C] didn't want to move seats when staff asked him to. He wouldn't buckle up so I advised him that safety			

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	was first and we weren't leaving until [client C] buckled his seat belt. That made him instantly mad and he got out of van and walked back to the workshop so I followed him. I asked [client C] what was wrong and told him we only wanted to keep him safe and weren't trying to be difficult. [Client C] continued to cuss and yell about being sick of the drama. Where was [GHS #2] and the other consumers when [client C] was having this behavior in the workshop entrance? [GHS #2] was with [client E] and the other consumers in the van. [Client E] was having a behavior and [GHS #2] was dealing with that. When [client C] got upset, [client E] tried to get out of the van too so [GHS #2] was trying to keep [client E] from exiting the van and getting escalated more. I guess [client E] was kicking and hitting [GHS #2]...When did [client C] get back in the van? I called [the QIDP] and she talked to [client C] on the phone and was able to calm him down, so me and [client C] walked back to the van. He was still pretty upset and escalated when we got back to the van, being mainly verbally abusive (and) using profanity. Why did you let him back in the van while he was still escalated? Because we had to go pick up [client H] and I figured it would be better to get [client C] contained in the van rather			

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	than have him out and able to elope or take off back into the workshop. What was going on at the van with [GHS #2] and the other consumers when you got there? [Client E] was still a little escalated, like [client E] normally is after a behavior but everything seemed under control. When [client C] got back in the van, what happened then? Like I said [client C] was being verbally aggressive, using profanity and what not and acted like he was really irritated, but he went and sat down in the very back by [client G] without problems. [Client A] apparently flipped [client C] off and [client C] told [client A] to stop but [client A] kept doing it so that didn't help anything. What happened when [client A] was flipping [client C] off? [Client C] told [client A] that if [client A] done it (sic) one more time [client C] was going to get him. [Client A] did it again so [client C] flipped his seat (belt) off and then grabbed [client A's] hair and I was driving and couldn't pull over. [GHS #2] was trying to talk them down but it wasn't helping...Did [client B] break them up? [Client B] got involved before I pulled over and he was able to help get it stopped. Did you ask [client B] to get [client A] off of [client C]? I asked [client B] to try and get in between them, yes. Why would you think it was ok to get another consumer			

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	involved in a physically aggressive situation? I didn't know what else to do. I was not able to get back there and help because I was driving down [street names]...Plus, I didn't want [GHS #2] to do it and get injured more (sic)." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. The DGHL indicated the facility staff did not follow client C's plans to prevent aggression and to provide safety for clients A, B, C, D, E, F, and G. The DGHL indicated clients A and B had Behavior Support Plans (BSPs) for provoking others and client B had a history of physical aggression toward clients A and C. Client C's record was reviewed on 1/9/14 at 3:12pm. Client C's 10/21/13 ISP (Individual Support Plan) and 10/2013 BSP (Behavior Support Plan) both indicated targeted behaviors of physical aggression, verbal aggression, property destruction, and resists supervision. Client C's 10/2013 BSP indicated "[Client C] has a history of extreme aggression. [Client C] has had aggression with law enforcement where			

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	he was handcuffed, pepper sprayed, and taken to the hospital. [Client C's] physical aggression is not attention seeking and direct support professionals should never get in a power struggle with [client C] when he is aggressive...He does not do well with loud areas...Key tips for helping [client C] when he is agitated: Never get in a power struggle. When [client C] resists supervision, when a request is made for him to do, give him 15-30 minutes then restate your request. [Client C] responds more successfully when he feels he had independently chosen to do something instead of being forced to do something. Your word choice to him is key. When [client C] communicates he is getting upset and going to go off he is attempting to use his words as a warning. Staff should listen and give him space...Try and remove him from loud areas and have him in a quiet non traffic area. Only 1 person speaking to him at a time...[Client C] is already over stimulated a lot. Busy areas, loud noises, multiple voices just escalate his agitation...De-escalating [client C] is the main goal. [Client C] does not become aggressive for attention. His anger is serious and maintaining safety is the number one goal...." Client C's 4/26/13 "Health and Safety Related Incident Management System Plan" indicated			

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	client C had "sudden anger" and put client C and other people's safety at risk when client C was angry. Client C's BSP and Health and Safety plans both indicated client C had "dangerous behaviors" of physical aggression. 9-3-4(a)			
W000273	483.450(a)(3) CONDUCT TOWARD CLIENT Clients must not discipline other clients, except as part of an organized system of self-government, as set forth in facility policy. Based on record review and interview, for 3 of 3 sampled clients (clients A, B, and C), the facility failed to ensure client B was not encouraged by the facility staff to intervene in a behavioral incident and to discipline clients A and C. Findings include: On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's Bureau of Developmental Disabilities Services (BDDS) reports were reviewed for the period from 10/15/2013 through 1/8/14. -A 12/12/13 BDDS report for clients A, B, C, D, E, F, G, and H on 12/12/13 at	W000273	All staff will be retrained on resident's rights (Appendix F). To ensure continued understanding/compliancewith resident's rights, Westmoreland staff will be retrained one time perquarter during staff meetings. For continued monitoring, the staff meeting signin sheet and agenda will be required to be turned in to Lead Residential StaffSupervisor each month for review of compliance.	02/09/2014

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	3:30pm indicated client A "was flipping [client C] off in the group home van on the way back to the group home after work. [Client A] flipped [client C] off twice and [client C] told [client A] flip me off one more time and I am attacking you. [Client A] flipped [client C] off a third time and [client C] grabbed [client A's] hair and started being verbally aggressive. [Client A] hit [client C] in the left eye. [Group Home Staff (GHS) #1] was driving the group home van and told [client B] to get [client A] off of [client C] and break it up. [Client B] then hit [client C] and broke the incident up. [GHS #1] contacted the [QIDP (Qualified Intellectual Disabilities Professional)] and pulled the group home van over on a side street until the [QIDP] arrived...." The report indicated no clients had physical injuries and GHS #1 was suspended "due to asking a consumer to break up a fight." The report indicated "the allegation of neglect was substantiated" and GHS #1 was terminated. On 1/8/14 at 3:05pm, on 1/9/14 at 10:45am, and on 1/10/14 at 8:48am, the facility's investigations were requested for review from the DGHL (Director of Group Home living). On 1/10/14 at 11:15am, a review of the			

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	12/13/13 investigation for the incident on the facility van on 12/12/13 for clients A, B, C, D, E, F, G, and H was reviewed and an interview with the Director of Group Home Living (DGHL) was conducted. The DGHL and the investigation indicated GHS #1 and GHS #2 were on the van with clients traveling from workshop to the group home. The investigation indicated two clients "began fighting on the van...[GHS #1] asked [client B] to break up the fight while [GHS #1] was attempting to pull over the van. This request not only put [client B] in harm's way, it also is direct violation of agency policies on professionalism and following CPI (undefined) training." The investigation indicated "Include a brief summary that includes a determination if rights have been violated, if services were not provided or not provided appropriately, if agency policies/procedures were not followed; and/or if any Federal or State regulations were not followed. If there is a discrepancy between the event as described/alleged and the final decision of this investigation explain why. Upon completion of Investigation of neglect, writer feels that neglect can be substantiated in this case. Per Bona Vista policy I-08, All employees are expected to follow the established			

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	policies, procedures, and rules and to act in a professional manner at all times. Bona Vista expects employees to perform their assigned duties in an efficient, effective, and competent manner. [GHS #1] failed to do so when he left his staff mate alone in the van dealing with an aggressive consumer. [GHS #1] further did so when he placed a consumer [client B] in harm's way by asking [client B] to intervene in a physical altercation with other consumers (clients A and C). [signed by the DGHL]." On 1/10/14 at 10:45am, an interview with the DGHL was conducted. The DGHL indicated client C should not have been encouraged by GHS #1 to get on the van after he demonstrated verbal aggression and physical aggression. The DGHL indicated the facility staff did not follow client C's plans to prevent aggression and to provide safety for clients A, B, C, D, E, F, and G. The DGHL indicated clients A and B had Behavior Support Plans (BSPs) for provoking others and client B had a history of physical aggression toward clients A and C. The DGHL stated the facility staff should not have asked and encouraged client B to "break up the fight" between clients A and C.			

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