

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G137	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 11/22/2022
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NAME OF PROVIDER OR SUPPLIER NORMAL LIFE OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP COD 8616 NORTHFIELD DR EVANSVILLE, IN 47713
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W 0000 Bldg. 00	<p>This visit was for a pre-determined full annual recertification and state licensure survey. This visit included the investigation of complaint #IN00378969.</p> <p>Complaint #IN00378969: Substantiated. Federal/state deficiencies related to the allegation are cited at W149 and W154.</p> <p>Dates of survey: 11/16/22, 11/17/22, 11/18/22, 11/21/22 and 11/22/22.</p> <p>Facility number: 000674 Provider number: 15G137 AIM number: 100234390</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review of this report completed by #27547 on 12/13/22.</p>	W 0000		
W 0149 Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on record review and interview for 2 of 3 sampled clients (clients A and B), the facility failed to implement its written policy and procedures for employee Standards of Conduct to prevent staff from possessing a firearm while working in the group home and to thoroughly investigate elopement incidents for clients A and B.</p>	W 0149	<p>The facility has a policy regarding abuse/neglect and incident reporting that remains accurate and appropriate. In order to correct the deficiency with W149:</p> <p>-IDT will be completed with all clients regarding client</p>	01/20/2023

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Danica Curtis	QA Manager	01/03/2023

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 disclosed days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>Findings include:</p> <p>1. The facility's Bureau of Developmental Disabilities Services (BDDS) reports and investigations were reviewed on 11/17/22 at 9:30 am. A BDDS report dated 9/6/22 at 12:15 pm indicated, "[Company] received knowledge of a picture showing [client A] holding a gun. Plan to Resolve: [Client A] is safe. The property was searched for a gun. Gun is not on [company] property. [Name] County Sheriff deputies spoke with [client A] about the gun. The gun belonged to DSP (direct support professional) [staff #4] and he has been placed on leave. An investigation has been initiated."</p> <p>An investigation for the incident dated 9/9/22 by the Quality Assurance Manager (QAM) indicated, "Introduction: It was reported that [client A] had taken a picture holding a gun owned by DSP [staff #4]. [Client A] put the picture on [social media].</p> <p>Scope of investigation: Interview of individuals Interview of staff Search of [client A's] room [Name] County Sheriff spoke with [client A]</p> <p>Investigative Procedure: Interview of individuals Interview of staff Search of [client A's] room [Name] County Sheriff spoke with [client A]</p> <p>Summary of Interviews: [Name] - business department reported that she had received a text from a friend who was a former employee [former employee name] that [client A] had requested to be her friend on [social media]</p>		<p>rights and the client grievance policy.</p> <p>- All staff will be retrained regarding the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and procedure and proper reporting procedures to include chain of command.</p> <p>- The Area Supervisor will be retrained regarding the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and proper reporting procedures to include chain of command.</p> <p>- The QIDP will be retrained regarding the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and proper reporting procedures to include chain of command.</p> <p>- The Program Manager will be retrained regarding the abuse, neglect, and exploitation policy and proper reporting procedures to include chain of command.</p> <p>- The QIDP will monitor through weekly observations in the group home that the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and reporting procedures including</p>		

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	<p>and in his profile picture the was pointing a gun at the camera.</p> <p>[Name], Area Supervisor (AS). [AS] was not aware of staff having a gun on Normal Life property or that [client A] had taken a picture with the gun and posted to [social media].</p> <p>[Client A], individual stated that [staff #4], DSP brought the gun to work and let him hold it and take a picture with the gun. [Client A] stated that he gave the gun back to staff and it wasn't at the house. [Client A] only knew of the gun being there that one time. [Client A] stated that [staff #4] took a picture of him holding the gun. [Client A] stated that he feels safe in the home and likes his staff.</p> <p>[Client F], individual stated he had never seen a gun in the house. [Client F] stated that he feels safe and likes his staff.</p> <p>[Client E], individual declined interview.</p> <p>[Client G], individual stated he had never seen a gun in the house. [Client G] stated that he feels safe in the home and likes his staff.</p> <p>[Client C], individual stated that he had never seen a gun in the house. [Client C] stated that he feels safe in the home and likes his staff.</p> <p>[Client D], individual stated he had never seen a gun in the house. [Client D] stated that he feels safe but doesn't like [client A]. [Client D] likes his staff because they take care of him.</p> <p>[Client H] individual stated that he had never seen a gun in the house. [Client H] likes his staff and feels safe in the home. [Client H] does not like</p>		<p>the chain of command is being followed appropriately.</p> <p>- The Area Supervisor will monitor through weekly observations in the group home that the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and reporting procedures including chain of command is being followed appropriately.</p> <p>- The Program Manager will monitor through monthly observations in the group home that the Standards of Conduct 7.1, abuse, neglect, and exploitation policy and reporting procedures including chain of command is being followed appropriately.</p> <p>Persons Responsible: Staff, QIDP, Area Supervisor, Program Manager</p>	

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	<p>[client A] sometimes but sometimes he does.</p> <p>[Staff #4], staff stated that he had brought his gun to work in his backpack because he has a license to carry. He had just returned from [state] and had eaten sushi at the airport. The sushi made him sick, so he was in and out of the bathroom the night the picture was taken. [Staff #4] stated he did not give [client A] his gun. The gun was in his backpack in the med room. He thinks [client A] went into the med room and went into his backpack and found the gun. [Staff #4] stated he absolutely did not give [client A] the gun to hold and did not take [client A's] picture with the gun. [Staff #4] stated that no other individuals were up during the night. Everyone else was sleeping. [Client A] had to have taken a selfie with gun.</p> <p>Factual Findings: DSP [staff #4] did bring a firearm to work in his backpack. [Client A] took a selfie with the firearm and posted to [social media]. [Name] County Sheriff spoke with [client A] regarding incident. Picture shared shows the gun loaded, [name] County Sheriff verified in a discussion. DSP [staff #4] was trained and documented on policy 7.1.9 (no weapons in/on [company] property).</p> <p>Conclusion: After review of all documentation and interviews it is substantiated that DSP [staff #4] did bring a firearm to work in his backpack and client (client A) was able to access firearm to take a picture."</p> <p>The review of the investigation indicated Staff #4 had a loaded gun in the home and client A posed for a picture with the loaded gun in his hands,</p>			

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	<p>jeopardizing the safety of client A and the other clients in the home.</p> <p>Client A was interviewed on 11/17/22 at 6:25 am. Client A stated "[DSP #1] had his gun with him and I just wanted to take a selfie with it."</p> <p>On 11/22/22 at 1:00 pm, the Quality Assurance Manager (QAM) indicated staff #4 had a loaded gun in the home. The QAM stated "having a weapon in the home is a violation of our policy because having a gun in the home is not safe."</p> <p>On 11/22/22 at 1:30 pm, the Qualified Intellectual Disabilities Professional (QIDP) was interviewed and stated it was reported that client A "was holding a gun in a picture on his social media profile." The QIDP indicated an investigation was immediately launched and indicated the client got the gun from staff working in the home. The QIDP stated having weapons in the home "was against our policies." The QIDP stated "it is not safe to have weapons in the home."</p> <p>The facility's Employee Standards of Conduct, dated 9/2012, was reviewed on 11/22/22 at 3:00 pm and indicated, "ResCare has developed standards of conduct to inform employees of conduct that is unsuitable in a working environment and that will result in corrective action up to and including termination...9. Possessing or using any firearm...or weapon of any kind while acting in the course of employment, on company owned property..."</p> <p>The facility's Abuse, Neglect and Exploitation Policy dated 11/14/18 was reviewed on 11/22/22 at 2:30 pm. The policy indicated the following:</p> <p>"Purpose</p>			

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	<p>ResCare will...Ensure that all persons served are free from abuse, neglect, or exploitation...</p> <p>Scope The policy applies to all persons served by ResCare.</p> <p>Policy ResCare does not tolerate abuse, neglect, or exploitation of any persons served. All employees are required to report allegations or suspected incidents of abuse, neglect, and exploitation. Supervisors, managers, or employees are not permitted to engage in retaliation, retribution, or any form of harassment directed against any employee who, in good faith, reports allegations or suspected incidents or abuse, neglect or exploitation. All alleged or suspected abuse, neglect, and/or exploitation will be immediately investigated. Appropriate corrective action will be taken to ensure prevention of any further occurrence.</p> <p>Definitions ...4.2. Neglect "Neglect" means the failure of an individual to provide the treatment, care, goods or services that are necessary to maintain the health or safety of a person we support."</p> <p>2. A BDDS report dated 9/26/22 at 3:00 am indicated the following, "[Client A] left the property in a cab around 3am. Police was (sic) called and it was reported. Police arrived and they said they know about [client A] and they will put it in the system as a runaway. They also said they have his mom's number and they were going to call her.</p> <p>Plan to resolve: [Client A] is safe. At 8:36 am</p>			

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	<p>[client A] called [Area Supervisor (AS)], AS, and told her he would be back later tonight. [Client A] would not tell [AS] where he was. At 4:13 pm, [AS] received a call from [client A] wanting to be picked up. He was at a friend's house. [AS] went to pick [client A] up and took him back to the group home. The sheriff came to the home to check to see if [client A] was back. [Client A] refused to go to the ER (emergency room). [Client A] went to bed because he was up all night. Per policy and procedure an investigation has been initiated."</p> <p>An investigation for the elopement incident by the Quality Assurance Coordinator (QAC) dated 9/30/22 indicated the following:</p> <p>"Scope of investigation: -Where did [Client A] go? -How did he get there? -Was 911 called? -Did staff know that he eloped from the house? -How long was [Client A] gone? -How did he get home? -Did he go to the ER?"</p> <p>Investigative Procedure -Copy of ISP (Individual Support Plan) -Copy of BSP (Behavioral Support Plan) - addresses elopement defined as leaving the home/day program without permission and without supervision.</p> <p>Evidence & Documentary Review -Copy of ISP -Copy of BSP - addresses elopement defined as leaving the home/day program without permission and without supervision.</p> <p>Interviews</p>			

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	<p>[AS] AS 9/27/22 [Staff #5] Staff 9/28/22 [Staff #6] Staff 9/28/22 [Client A] Individual 9/30/22</p> <p>Summary of interviews: [AS], AS was interviewed. [AS] stated that she became aware that [client A] eloped when she received a call from [Staff #5] who was working night shift. [AS] stated that [staff #5] said that [client A] left. [AS] stated that the police were called. [AS] stated that [client A] called her in the afternoon and said he needed to be picked up. [AS] stated that [client A] gave her the address of [address], [city] and she went there, picked [client A] up and took him back to the Group Home. [AS] stated that [Client A] refused to go to the ER.</p> <p>[Staff #5], Staff was interviewed. [Staff #5] stated that his scheduled shift is Saturday/Sunday/Monday 8 am to 8 pm and Friday 2 pm to 8 pm. [Staff #5] stated that he was working at the time that [Client A] eloped. [Staff #5] stated that he left at approximately 2:30 am to 3:00 am. [Staff #5] stated that [Client A] told him that he was going to see his brother. [Staff #5] stated that he called [AS]. [Staff #5] stated that [Client A] had called a cab and left in a cab. [Staff #5] stated that 911 was called. [Staff #5] stated that [Client A] returned at approximately 4:45 in the afternoon. [Staff #5] stated that he was not present when [client A] returned to the home. [Staff #5] stated that [AS] picked him up and took him back home. [Staff #5] stated that he was not sure if [client A] went to the ER. [Staff #5] stated that [client A] told him that he was going to see his brother. [Staff #5] stated that all the other clients were sleeping and did not witness [client A] leaving.</p>			

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	<p>[Staff #6], Staff was interviewed. [Staff #6] stated that his scheduled shift is 6 am to 2 pm. [Staff #6] stated that he was not working at the time that [Client A] eloped. [Staff #6] stated that he heard that [client A] left around 3:00 am. [Staff #6] stated that 911 was called. [Staff #6] stated that [client A] returned later afternoon on 9/26/22. [Staff #6] stated that he was not at the home when [client A] returned. [Staff #6] stated that he believes [AS] took him back to the group home. [Staff #6] stated that he does not think that [client A] went to the ER. [Staff #6] stated that [Client A] did not tell him where he went. [Staff #6] stated that all the individuals were sleeping when [Client A] left.</p> <p>[Client A], Individual was interviewed. [Client A] stated that his staff are [AS], [Staff #3] and [Staff #4]. [Client A] stated that he likes his staff. [Client A] stated that there is no reason why he left, he just felt like leaving. [Client A] stated that he went to his cousin's house. [Client A] stated that he took a taxi. [Client A] stated that he had money to pay for the taxi. [Client A] stated that he was visiting his cousin all day and they were chilling. [Client A] stated that they did not go anywhere. [Client A] stated that around 4:00 pm he called [AS] to pick him up and she did take him back to the group home. [Client A] stated that 911 was called. [Client A] stated that he did not go to the ER. [Client A] stated that he feels safe in the home.</p> <p>Factual Findings -[Client A] eloped from the group home at approximately 3:00 am. -[Staff #5] was working at the time. -[Staff #5] told staff he was leaving and left in a cab. -[Staff #5] stated that ail the other clients were sleeping in their rooms.</p>			

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	<p>-[Client A] did not tell staff where he was going specifically, but said he was going to see his brother.</p> <p>-911 was called.</p> <p>-Staff went looking for [client A].</p> <p>-[Client A] was interviewed and stated that he just felt like leaving and there was no specific reason.</p> <p>-[Client A] stated that he went to his cousin's house.</p> <p>-[Client A] stated that he was at his cousin's house all day chilling.</p> <p>-[Client A] stated that they did not go anywhere.</p> <p>-[Client A] indicated that he called [AS] around 4:00 pm to pick him up.</p> <p>-[AS] was interviewed and indicated that she called the police when she became aware that [client A] had eloped.</p> <p>-[AS] stated that she received a call from [client A] saying that he wanted to be picked up.</p> <p>-[AS] stated that he gave her an address and she picked him up and brought him to the group home.</p> <p>-[AS] stated that [client A] refused to go to the ER.</p> <p>Conclusion</p> <p>After review of all statements and documentation the investigation committee concludes that it is substantiated that [client A] eloped at approximately 3:00 am on 9/26/2022 from the home and took a cab to his destination (cousin's house). It is substantiated that at approximately 4:30 pm he called [AS] , AS to pick him up.</p> <p>Recommendations:</p> <ol style="list-style-type: none"> 1. Re-educate client A on patient Bill of Rights. 2. Go over the company's grievance policy with client A. 3. IDT (interdisciplinary team) meeting with client A to address dangers of eloping." 				

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	<p>Client A's record was reviewed on 11/18/22 at 9:30 am. The review indicated the following:</p> <p>A BSP dated 5/11/22 indicated client A had a goal to address elopement as follows:</p> <p>"Elopement: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence. Objective- Client A will exhibit no more than one incident of behavior per month X 12 consecutive months by 6/3/23. Objective- Client A will have no more than 5 episodes of behavior per month X 6 consecutive months.</p> <p>Reactive strategies: Staff will ask client A to stop. Staff will follow client A and keep him in line of sight. Staff will ask client A what is bothering him and try to discuss the problem with him in a calm manner and get him to return to the home. Staff will implement YSIS (You're Safe, I'm Safe) if client A elopes in order to keep him from placing himself in a dangerous situation. If client A should get out of line of sight, 911 should be called immediately.</p> <p>The review of the incident, investigation and BSP indicated the scope of the investigation did not include if staff neglected to follow client A's established BSP for elopement or facility policy for elopement.</p> <p>3. A BDDS report dated 4/24/22 at 11:39 pm indicated the following, "[Client B] eloped from</p>			

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	<p>the [street] home. 911 was called. Plan to Resolve: [Client B] was located and taken to ER for evaluation. [Client B] was given Ativan in the ER. An investigation has been initiated."</p> <p>An investigation for the elopement incident dated 4/28/22 by the QAC indicated the following: "Scope of Investigation -Where did [client B] go? -Why did he elope? -Who took him back to the house? -Did he go to the ER to be evaluated? -How long was he gone?"</p> <p>Investigative Procedure: -Copy of ISP -Copy of BSP - addresses Elopement defined as leaving the home/day program without permission and without supervision -Copy of Hospital Visit Summary</p> <p>Summary of Interviews: [AS] AS was interviewed. [AS] stated that she became aware that [client B] eloped on 4/24/22 when she received a call from [staff #7] who was working 3rd shift. [AS] stated that she had just left the house at 11:13 pm. [AS] stated that [client B] was in the garage and was asked to come out around 11:00 pm. [AS] stated that she spoke to [client B] over the phone and asked him to cooperate with my staff, and [client B] said, 'it's not your staff, it's [company] staff.' [AS] stated that she told staff to call 911 and go into the medication room for safety. [AS] stated that [client B] came out of the garage with a pool stick and tried to hit staff in the face. [AS] stated that staff asked [client B] not to hit her with the stick. [AS] stated that [client H], [client C], and [client A] came out of their rooms. [AS] stated that [client B] left and 911 was called. [AS] stated that</p>			

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	<p>the police found [client B] on [street] right at [street] and took him back to [house] at 11:25 pm. [AS] stated that [client B] was transported to [hospital] after the police spoke to him for 15 minutes or better (sic). [AS] stated that [client B] was in the hospital for 30 minutes when they discharged him to [company] at 1:17 am and he arrived home at 1:40 am. [AS] stated that [client B] was in the garage because he has adopted the garage as his office and play area.</p> <p>[Staff #7], Staff was interviewed. [Staff #7] stated that her scheduled shift is Saturday through Monday 8 pm to 8 am. [Staff #7] stated that she was working at the time that [client B] eloped on 4/24/22. [Staff #7] stated that [client B] left at approximately 11:14 pm. [Staff #7] stated that she is not sure why he eloped. [Staff #7] stated that he was in the garage, came into the living room, had his shoes on and said that he was going to leave. [Staff #7] stated that she told [client B] that he was not going to leave, but he did anyway. [Staff #7] stated that she did not follow him because she was the 3rd shift staff working alone. [Staff #7] stated that she thinks that [client B] was going to the Sheriff's house like he did the previous time he eloped. [Staff #7] stated that [client B] was gone 30 minutes. [Staff #7] stated that 911 was called and the police took [client B] back to the group home. [Staff #7] stated that [AS] was outside talking to the police. [Staff #7] stated that [client B] went to the ER by ambulance.</p> <p>[Client D], Individual was interviewed. [Client D] stated that [AS], [staff #4] and [staff #5] are his staff, and he likes his staff. [Client D] stated that he does not know why [client B] eloped. [Client D] stated that [client B] did not mention anything to him. [Client D] stated that he did not know where [client B] went or how long he was gone. [Client</p>			

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	<p>D) stated that he did not know if [client B] went to the hospital because he was in his room. [Client D] stated that he feels safe in his home.</p> <p>[Client G], individual was interviewed. [Client G] stated that [AS] and [Staff #4] are his staff, and he likes his staff. [client G] stated that he does not know why [client B] eloped on Sunday. [Client G] stated that [client B] did not tell him why he left. [Client G] stated that he does not know where he went or how long he was gone because he was in his room. [Client G] stated that he feels safe in the home.</p> <p>[Client H], individual was interviewed. [Client H] stated that [staff #4] and [AS] are his staff, and he likes his staff. [Client H] stated that [client B] eloped because he hit staff with a pool stick. [Client H] stated that [client B] did not tell him that, but he heard that [client B] did that. [Client H] stated that he does not know where [client B] went or how long he was gone. [Client H] stated that staff called 911. [Client H] stated that the police took him to the ER. [Client H] stated that he feels safe in the home.</p> <p>[Client C], individual was interviewed. [Client C] stated that [AS] and [staff #4] are his staff, and he likes his staff. [Client C] stated that he does not know why [client B] eloped on Sunday. [Client C] stated that he does not know anything about why he left or where he went. [Client C] stated that he does not know if [client B] went to the ER or who took him. [Client C] stated that he feels safe in the home.</p> <p>[Client F], individual was interviewed. [Client F] stated that [AS] is his staff, and he likes his staff. [Client F] stated that he does not know why [client B] eloped and [client B] did not tell him</p>			

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	<p>anything. [Client F] stated that [client B] went to the ER but, did not know who took him. [Client F] stated that he feels safe in the home.</p> <p>[Client E], individual was interviewed. [Client E] refused to speak with this interviewer but then changed his mind. [Client E] stated that [staff #4] and [AS] are his staff, and he likes his staff. [Client E] stated that he does not know why [client B] eloped on Sunday and he did not tell him why he eloped. [Client E] stated that he did not know where he went or if he went to the hospital. [Client E] stated that he was in his room. [Client E] stated that he feels safe in his room.</p> <p>[Client A], individual refused to speak with this interviewer.</p> <p>[Client B], individual was interviewed. [Client B] stated that [AS], [staff #4], and [staff #5] are his staff, and he likes his staff. [Client B] stated that he eloped Sunday because he got depressed, but he did not know why he was depressed. [Client B] stated that he did not remember who was working at the time he left. [Client B] stated that he thinks that staff was working alone. [Client B] stated that he has issues (with) not sleeping. [Client B] stated that he did not remember trying to hit staff with a pool stick. [Client B] stated that 911 was called and the police found me. [Client B] stated that he was up the road a bit when the police found him. [Client B] stated that he did go to the ER by ambulance. [Client B] stated that he feels safe in the home.</p> <p>Factual Findings -[Client B] was in the garage, went into the living room, had his shoes on and said to staff that he was going to leave. -Staff told [client B] that he was not going to leave</p>			

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	<p>but, he did anyway.</p> <p>-Staff stated that previously to that, [client B] had been in the garage and came into the house with a pool stick and was going to hit staff with it.</p> <p>-Staff asked him not to hit her with the stick.</p> <p>-Staff called AS, [AS] who spoke to [client B] on the phone.</p> <p>-[AS] told staff to go into the med room for safety.</p> <p>-911 was called and the police found [client B] on [street], off [street].</p> <p>-The police took him back to the house.</p> <p>-[AS] was at the house and indicated that the police spoke with [client B] for 15 minutes or better.</p> <p>-The ambulance arrived, and he was taken to [hospital] to be evaluated.</p> <p>-[AS] indicated that she had just left the house when she received a phone call from staff saying that [client B] had a pool stick and was going to hit her with it.</p> <p>-[AS] went to [street] GH (group home) and was there when the police brought [client B] back to the home.</p> <p>-[AS] indicated that the police spoke with [client B] for a better part of 15 minutes and then he was transported to the ER by ambulance.</p> <p>-[Staff #6] indicated that he eloped because he was depressed.</p> <p>-[Staff #6] stated that he did not know what he was depressed about, but he has issues not sleeping.</p> <p>-[Staff #6] stated that he did not remember who was working at the time or trying to hit staff with a pool stick.</p> <p>-[Staff #6] stated that when the police found him, they brought him back to the house and then he was taken to the ER by ambulance.</p> <p>Conclusion: After review of all statements and documentation</p>			

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	<p>the investigation committee concludes that it is substantiated that [client B] eloped from the house because he was depressed. [Client B] returned in 30 minutes with the police and was taken to the ER by ambulance to be evaluated."</p> <p>Client B's record was reviewed on 11/18/22 at 10:30 am. The review indicated the following:</p> <p>A BSP dated 5/11/22 indicated client B had goals for physical aggression and elopement as follows:</p> <p>Physical aggression: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence. Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 12 consecutive months by 5/11/23. Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 6 consecutive months by 11/22/22.</p> <p>Elopement: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence. Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 12 consecutive months by 5/11/23. Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 6 consecutive months by 11/22/22.</p> <p>Reactive strategies: Staff will ask client B to stop. Staff will follow client B and keep him in line of sight. Staff will ask client B what is bothering him and try to discuss the problem with him in a calm</p>			

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	<p>manner and get him to return to the home. Staff will implement YSIS (You're Safe, I'm Safe) if client B elopes in order to keep him from placing himself in a dangerous situation. If client B should get out of line of sight, 911 should be called immediately."</p> <p>The review of the incident, investigation and BSP indicated the scope of the investigation did not include if staff neglected to follow client B's established BSP for physical aggression, elopement or facility policy for elopement. The review did not include indicate if client B had high risk health plans for depression or insomnia and whether those plans were being followed or not. The review did not include recommendations to follow up with client B's primary care physician an/or psychiatrist to address depression and insomnia.</p> <p>The Quality Assurance Manager (QAM) was interviewed on 11/22/22 at 1:00 pm and indicated the investigations for clients A and B's elopements were not thorough. The Quality Assurance Manager (QAM) stated, "They should have been more in depth."</p> <p>The facility's Elopement policy dated 1/1/19 was reviewed on 11/22/22 at 3:00 pm. The policy indicated the following: "Observable Elopement Procedure: Staff will attempt to deter an elopement by using the following procedures: Encourage the individual to talk about their feelings and implement interventions set forth in their behavior support plan. Attempt to re direct individual to an alternate activity. If the individual begins to walk away from the site, alert other staff members that you will be following the individual. Keep the individual in sight at all times. Notify the</p>			

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	<p>Residential Manager and/or Area Supervisor and provide them with details of the situation. The Residential Manager and/or Area Supervisor will then notify the Executive Director or designee. Do not attempt to physically impede the individual's path but make sure that safety is ensured. If another staff member is present to remain with other individuals, continue to follow the consumers until the situation is resolved by using redirection. If there is not another staff present 911 will be called for assistance and the manager will be notified who will go to assist. Staff will never leave other individual's at the home unattended. After an absence of five minutes, an additional staff will be called to aid in locating the individual. If the second staff member locates the first staff member and the eloping individual, he or she will attempt to return them to the site or may call the police as the situation warrants.</p> <p>Out-of-Sight Elopement: Procedure: If an elopement occurs and you are unable to visibly observe the individual, the following crisis protocol will be followed: If you are unable to locate the resident after a complete search of the home and property, notify the Residential Manager and/or Area Supervisor, police department and guardian of the elopement. The Residential Manager and/or QIDP or Program Manager will notify the Executive Director or designee of the elopement. Be sure to provide a detailed description of the resident to the police and make sure you explain that this is an elopement and not a missing person. Inform the police that there is a recent picture of the resident on file to assist them in identification. Begin to look for the individual on surrounding property (notify second staff before you leave the premises). If there is not another staff present 911 will be called for assistance and the manager will</p>			

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W 0154 Bldg. 00	<p>be notified who will go to assist. Staff will never leave other individuals at the home unattended. Continue to look for the individual until the individual is found or until the police arrive. If the individual is found after the police are called but before they arrive on the scene, notify them immediately and cancel your request for their assistance. Next, notify the Residential Manager and/or Area Supervisor who will then notify the Executive Director or Designee."</p> <p>The facility's Abuse, Neglect and Exploitation Policy dated 11/14/18 was reviewed on 11/22/22 at 2:30 pm. The policy indicated the following:</p> <p>"Purpose: ResCare will...Ensure that all persons served are free from abuse, neglect, or exploitation... 9.0 Investigation of Alleged or Suspected Abuse, Neglect, or Exploitation: The supervisor receiving a report of alleged or suspected abuse, neglect or exploitation will ensure that an investigation is initiated immediately. All alleged or suspected abuse, neglect, and/or exploitation will actively and aggressively be investigated. ResCare Incident Management and Investigation procedures are to be followed."</p> <p>This federal tag relates to complaint #IN00378969.</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 2 of 3 sampled clients (clients A and B), the facility failed to thoroughly investigate elopement</p>	W 0154	To correct the deficiency with W154:	01/20/2023

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	<p>incidents for clients A and B.</p> <p>Findings include:</p> <p>The facility's Bureau of Developmental Disabilities Services (BDDS) reports and investigations were reviewed on 11/17/22 at 9:30 am and indicated the following:</p> <p>1. A BDDS report dated 9/26/22 at 3:00 am indicated the following, "[Client A] left the property in a cab around 3am. Police was (sic) called and it was reported. Police arrived and they said they know about [client A] and they will put it in the system as a runaway. They also said they have his mom's number and they were going to call her.</p> <p>Plan to resolve: [Client A] is safe. At 8:36 am [client A] called [Area Supervisor (AS)], AS, and told her he would be back later tonight. [Client A] would not tell [AS] where he was. At 4:13 pm, [AS] received a call from [client A] wanting to be picked up. He was at a friend's house. [AS] went to pick [client A] up and took him back to the group home. The sheriff came to the home to check to see if [client A] was back. [Client A] refused to go to the ER (emergency room). [Client A] went to bed because he was up all night. Per policy and procedure an investigation has been initiated."</p> <p>An investigation for the elopement incident by the Quality Assurance Coordinator (QAC) dated 9/30/22 indicated the following:</p> <p>"Scope of investigation: -Where did [Client A] go? -How did he get there? -Was 911 called? -Did staff know that he eloped from the house?"</p>		<p>- QA Coordinator will be retrained on conducting a thorough investigation regarding all alleged violations and assure review within 5 days of the incident.</p> <p>- QA Manager will be retrained on conducting a thorough investigation regarding all alleged violations and assure review within 5 days of the incident.</p> <p>- QA Manager will be retrained on ensuring the QA Coordinator is conducting a thorough investigation regarding all alleged violations and assure review within 5 days of the incident.</p> <p>-The Executive Director shall assure through review of incidents and investigations to assure proper documentation and review occurs within 5 days. Any issues shall be dealt with through ResCare policy and procedure.</p>		

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	<p>-How long was [Client A] gone? -How did he get home? -Did he go to the ER?</p> <p>Investigative Procedure -Copy of ISP (Individual Support Plan) -Copy of BSP (Behavioral Support Plan) - addresses elopement defined as leaving the home/day program without permission and without supervision.</p> <p>Evidence & Documentary Review -Copy of ISP. -Copy of BSP - addresses elopement defined as leaving the home/day program without permission and without supervision.</p> <p>Interviews [AS] AS 9/27/22 [Staff #5] Staff 9/28/22 [Staff #6] Staff 9/28/22 [Client A] Individual 9/30/22</p> <p>Summary of interviews: [AS], AS was interviewed. [AS] stated that she became aware that [client A] eloped when she received a call from [Staff #5] who was working night shift. [AS] stated that [staff #5] said that [client A] left. [AS] stated that the police were called. [AS] stated that [client A] called her in the afternoon and said he needed to be picked up. [AS] stated that [client A] gave her the address of [address], [city] and she went there, picked [client A] up and took him back to the Group Home. [AS] stated that [Client A] refused to go to the ER.</p> <p>[Staff #5], Staff was interviewed. [Staff #5] stated that his scheduled shift is Saturday/Sunday/Monday 8 am to 8 pm and Friday 2 pm to 8 pm. [Staff #5] stated that he was</p>		<p>Persons Responsible: QA Coordinator, QA Manager and Executive Director.</p>	

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	<p>working at the time that [Client A] eloped. [Staff #5] stated that he left at approximately 2:30 am and 3:00 am. [Staff #5] stated that [Client A] told him that he was going to see his brother. [Staff #5] stated that he called [AS]. [Staff #5] stated that [Client A] had called a cab and left in a cab. [Staff #5] stated that 911 was called. [Staff #5] stated that [Client A] returned at approximately 4:45 in the afternoon. [Staff #5] stated that he was not present when [client A] returned to the home. [Staff #5] stated that [AS] picked him up and took him back home. [Staff #5] stated that he was not sure if [client A] went to the ER. [Staff #5] stated that [client A] told him that he was going to see his brother. [Staff #5] stated that all the other clients were sleeping and did not witness [client A] leaving.</p> <p>[Staff #6], Staff was interviewed. [Staff #6] stated that his scheduled shift is 6 am to 2 pm. [Staff #6] stated that he was not working at the time that [Client A] eloped. [Staff #6] stated that he heard that [client A] left around 3:00 am. [Staff #6] stated that 911 was called. [Staff #6] stated that [client A] returned later afternoon on 9/26/22. [Staff #6] stated that he was not at the home when [client A] returned. [Staff #6] stated that he believes [AS] took him back to the group home. [Staff #6] stated that he does not think that [client A] went to the ER. [Staff #6] stated that [Client A] did not tell him where he went. [Staff #6] stated that all the individuals were sleeping when [Client A] left.</p> <p>[Client A], Individual was interviewed. [Client A] stated that his staff are [AS], [Staff #3] and [Staff #4]. [Client A] stated that he likes his staff. [Client A] stated that there is no reason why he left, he just felt like leaving. [Client A] stated that he went to his cousin's house. [Client A] stated that he took a taxi. [Client A] stated that he had money to</p>			

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	<p>pay for the taxi. [Client A] stated that he was visiting his cousin all day and they were chilling. [Client A] stated that they did not go anywhere. [Client A] stated that around 4:00 pm he called [AS] to pick him up and she did take him back to the group home. [Client A] stated that 911 was called. [Client A] stated that he did not go to the ER. [Client A] stated that he feels safe in the home.</p> <p>Factual Findings</p> <ul style="list-style-type: none"> -[Client A] eloped from the group home at approximately 3:00 am. -[Staff #5] was working at the time. -[Staff #5] told staff he was leaving and left in a cab. -[Staff #5] stated that all the other clients were sleeping in their rooms. -[Client A] did not tell staff where he was going specifically, but said he was going to see his brother. -911 was called. -Staff went looking for [client A]. -[Client A] was interviewed and stated that he just felt like leaving and there was no specific reason. -[Client A] stated that he went to his cousin's house. -[Client A] stated that he was at his cousin's house all day chilling. -[Client A] stated that they did not go anywhere. -[Client A] indicated that he called [AS] around 4:00 pm to pick him up. -[AS] was interviewed and indicated that she called the police when she became aware that [client A] had eloped. -[AS] stated that she received a call from [client A] saying that he wanted to be picked up. -[AS] stated that he gave her an address and she picked him up and brought him to the group home. 			
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	<p>-[AS] stated that [client A] refused to go to the ER.</p> <p>Conclusion After review of all statements and documentation the investigation committee concludes that it is substantiated that [client A] eloped at approximately 3:00 am on 9/26/2022 from the home and took a cab to his destination (cousin's house). It is substantiated that at approximately 4:30 pm he called [AS] , AS to pick him up.</p> <p>Recommendations: 1. Re-educate client A on patient Bill of Rights. 2. Go over the company's grievance policy with client A. 3. IDT (interdisciplinary team) meeting with client A to address dangers of eloping."</p> <p>Client A's record was reviewed on 11/18/22 at 9:30 am. The review indicated the following:</p> <p>A BSP dated 5/11/22 indicated client A had a goal to address elopement as follows:</p> <p>"Elopement: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence. Objective- Client A will exhibit no more than one incident of behavior per month X 12 consecutive months by 6/3/23. Objective- Client A will have no more than 5 episodes of behavior per month X 6 consecutive months.</p> <p>Reactive strategies: Staff will ask client A to stop. Staff will follow client A and keep him in line of</p>			

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	<p>sight. Staff will ask client A what is bothering him and try to discuss the problem with him in a calm manner and get him to return to the home. Staff will implement YSIS (You're Safe, I'm Safe) if client A elopes in order to keep him from placing himself in a dangerous situation. If client A should get out of line of sight, 911 should be called immediately.</p> <p>The review of the incident, investigation and BSP indicated the scope of the investigation did not include if staff neglected to follow client A's established BSP for elopement or facility policy for elopement.</p> <p>2. A BDDS report dated 4/24/22 at 11:39 pm indicated the following, "[Client B] eloped from the [street] home. 911 was called. Plan to Resolve: [Client B] was located and taken to ER for evaluation. [Client B] was given Ativan in the ER. An investigation has been initiated."</p> <p>An investigation for the elopement incident dated 4/28/22 by the QAC indicated the following: "Scope of Investigation -Where did [client B] go? -Why did he elope? -Who took him back to the house? -Did he go to the ER to be evaluated? -How long was he gone?"</p> <p>Investigative Procedure: -Copy of ISP -Copy of BSP - addresses Elopement defined as leaving the home/day program without permission and without supervision -Copy of Hospital Visit Summary</p> <p>Summary of Interviews:</p>			

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	<p>[AS] AS was interviewed. [AS] stated that she became aware that [client B] eloped on 4/24/22 when she received a call from [staff #7] who was working 3rd shift. [AS] stated that she had just left the house at 11:13 pm. [AS] stated that [client B] was in the garage and was asked to come out around 11:00 pm. [AS] stated that she spoke to [client B] over the phone and asked him to cooperate with my staff, and [client B] said, 'it's not your staff, it's [company] staff.' [AS] stated that she told staff to call 911 and go into the medication room for safety. [AS] stated that [client B] came out of the garage with a pool stick and tried to hit staff in the face. [AS] stated that staff asked [client B] not to hit her with the stick. [AS] stated that [client H], [client C], and [client A] came out of their rooms. [AS] stated that [client B] left and 911 was called. [AS] stated that the police found [client B] on [street] right at [street] and took him back to [house] at 11:25 pm. [AS] stated that [client B] was transported to [hospital] after the police spoke to him for 15 minutes or better (sic). [AS] stated that [client B] was in the hospital for 30 minutes when they discharged him to [company] at 1:17 am and he arrived home at 1:40 am. [AS] stated that [client B] was in the garage because he has adopted the garage as his office and play area.</p> <p>[Staff #7], Staff was interviewed. [Staff #7] stated that her scheduled shift is Saturday through Monday 8 pm to 8 am. [Staff #7] stated that she was working at the time that [client B] eloped on 4/24/22. [Staff #7] stated that [client B] left at approximately 11:14 pm. [Staff #7] stated that she is not sure why he eloped. [Staff #7] stated that he was in the garage, came into the living room, had his shoes on and said that he was going to leave. [Staff #7] stated that she told [client B] that he was not going to leave, but he did anyway. [Staff</p>			
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	<p>#7] stated that she did not follow him because she was the 3rd shift staff working alone. [Staff #7] stated that she thinks that [client B] was going to the Sheriff's house like he did the previous time he eloped. [Staff #7] stated that [client B] was gone 30 minutes. [Staff #7] stated that 911 was called and the police took [client B] back to the group home. [Staff #7] stated that [AS] was outside talking to the police. [Staff #7] stated that [client B] went to the ER by ambulance.</p> <p>[Client D], Individual was interviewed. [Client D] stated that [AS], [staff #4] and [staff #5] are his staff, and he likes his staff. [Client D] stated that he does not know why [client B] eloped. [Client D] stated that [client B] did not mention anything to him. [Client D] stated that he did not know where [client B] went or how long he was gone. [Client D] stated that he did not know if [client B] went to the hospital because he was in his room. [Client D] stated that he feels safe in his home.</p> <p>[Client G], individual was interviewed. [Client G] stated that [AS] and [Staff #4] are his staff, and he likes his staff. [client G] stated that he does not know why [client B] eloped on Sunday. [Client G] stated that [client B] did not tell him why he left. [Client G] stated that he does not know where he went or how long he was gone because he was in his room. [Client G] stated that he feels safe in the home.</p> <p>[Client H], individual was interviewed. [Client H] stated that [staff #4] and [AS] are his staff, and he likes his staff. [Client H] stated that [client B] eloped because he hit staff with a pool stick. [Client H] stated that [client B] did not tell him that, but he heard that [client B] did that. [Client H] stated that he does not know where [client B] went or how long he was gone. [Client H] stated</p>			

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	<p>that staff called 911. [Client H] stated that the police took him to the ER. [Client H] stated that he feels safe in the home.</p> <p>[Client C], individual was interviewed. [Client C] stated that [AS] and [staff #4] are his staff, and he likes his staff. [Client C] stated that he does not know why [client B] eloped on Sunday. [Client C] stated that he does not know anything about why he left or where he went. [Client C] stated that he does not know if [client B] went to the ER or who took him. [Client C] stated that he feels safe in the home.</p> <p>[Client F], individual was interviewed. [Client F] stated that [AS] is his staff, and he likes his staff. [Client F] stated that he does not know why [client B] eloped and [client B] did not tell him anything. [Client F] stated that [client B] went to the ER but, did not know who took him. [Client F] stated that he feels safe in the home.</p> <p>[Client E], individual was interviewed. [Client E] refused to speak with this interviewer but then changed his mind. [Client E] stated that [staff #4] and [AS] are his staff, and he likes his staff. [Client E] stated that he does not know why [client B] eloped on Sunday and he did not tell him why he eloped. [Client E] stated that he did not know where he went or if he went to the hospital. [Client E] stated that he was in his room. [Client E] stated that he feels safe in his room.</p> <p>[Client A], individual refused to speak with this interviewer.</p> <p>[Client B], individual was interviewed. [Client B] stated that [AS], [staff #4], and [staff #5] are his staff, and he likes his staff. [Client B] stated that he eloped Sunday because he got depressed, but</p>			

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	<p>he did not know why he was depressed. [Client B] stated that he did not remember who was working at the time he left. [Client B] stated that he thinks that staff was working alone. [Client B] stated that he has issues (with) not sleeping. [Client B] stated that he did not remember trying to hit staff with a pool stick. [Client B] stated that 911 was called and the police found me. [Client B] stated that he was up the road a bit when the police found him. [Client B] stated that he did go to the ER by ambulance. [Client B] stated that he feels safe in the home.</p> <p>Factual Findings</p> <ul style="list-style-type: none"> -[Client B] was in the garage, went into the living room, had his shoes on and said to staff that he was going to leave. -Staff told [client B] that he was not going to leave but, he did anyway. -Staff stated that previously to that, [client B] had been in the garage and came into the house with a pool stick and was going to hit staff with it. -Staff asked him not to hit her with the stick. -Staff called AS, [AS] who spoke to [client B] on the phone. -[AS] told staff to go into the med room for safety. -911 was called and the police found [client B] on [street], off [street]. -The police took him back to the house. -[AS] was at the house and indicated that the police spoke with [client B] for 15 minutes or better. -The ambulance arrived, and he was taken to [hospital] to be evaluated. -[AS] indicated that she had just left the house when she received a phone call from staff saying that [client B] had a pool stick and was going to hit her with it. -[AS] went to [street] GH (group home) and was there when the police brought [client B] back to 			

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	<p>the home.</p> <p>-[AS] indicated that the police spoke with [client B] for a better part of 15 minutes and then he was transported to the ER by ambulance.</p> <p>-[Staff #6] indicated that he eloped because he was depressed.</p> <p>-[Staff #6] stated that he did not know what he was depressed about, but he has issues not sleeping.</p> <p>-[Staff #6] stated that he did not remember who was working at the time or trying to hit staff with a pool stick.</p> <p>-[Staff #6] stated that when the police found him, they brought him back to the house and then he was taken to the ER by ambulance.</p> <p>Conclusion: After review of all statements and documentation the investigation committee concludes that it is substantiated that [client B] eloped from the house because he was depressed. [Client B] returned in 30 minutes with the police and was taken to the ER by ambulance to be evaluated."</p> <p>Client B's record was reviewed on 11/18/22 at 10:30 am. The review indicated the following:</p> <p>A BSP dated 5/11/22 indicated client B had goals for physical aggression and elopement as follows:</p> <p>Physical aggression: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence.</p> <p>Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 12 consecutive months by 5/11/23.</p> <p>Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 6 consecutive months by 11/22/22.</p>			

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	<p>Elopement: Goal- to increase appropriate social behavior by decreasing episodes of behavior associated with Axis I diagnosis, therefore increasing independence.</p> <p>Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 12 consecutive months by 5/11/23.</p> <p>Objective- Client B will exhibit 1 or fewer episodes of physical aggression per month X 6 consecutive months by 11/22/22.</p> <p>Reactive strategies: Staff will ask client B to stop. Staff will follow client B and keep him in line of sight. Staff will ask client B what is bothering him and try to discuss the problem with him in a calm manner and get him to return to the home. Staff will implement YSIS (You're Safe, I'm Safe) if client B elopes in order to keep him from placing himself in a dangerous situation. If client B should get out of line of sight, 911 should be called immediately."</p> <p>The review of the incident, investigation and BSP indicated the scope of the investigation did not include if staff neglected to follow client B's established BSP for physical aggression, elopement or facility policy for elopement. The review did not include indicate if client B had high risk health plans for depression or insomnia and whether those plans were being followed or not. The review did not include recommendations to follow up with client B's primary care physician an/or psychiatrist to address depression and insomnia.</p> <p>The Quality Assurance Manager (QAM) was interviewed on 11/22/22 at 1:00 pm and indicated</p>			

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W 9999 Bldg. 00	<p>the investigations for clients A and B's elopements were not thorough. The Quality Assurance Manager (QAM) stated, "They should have been more in depth."</p> <p>This federal tag relates to complaint #IN00378969.</p> <p>9-3-2(a)</p> <p>State Findings</p> <p>The following Community Residential Facilities for Persons with Developmental Disabilities Rule was not met.</p> <p>460 IAC 9-3-2(c)(3) Resident Protections</p> <p>(c) The residential provider shall demonstrate that its employment practices assure that no staff person would be employed where there is: (3) conviction of a crime substantially related to a dependent population or any violent crime. The provider shall obtain, as a minimum, a bureau of motor vehicles record, a criminal history check as authorized in IC 5-2-5-5 [IC 5-2-5 was repealed by P.L.2-2003, Section 102, effective July 1, 2003. See IC 10-13-3-27.], and three (3) references. Mere verification of employment dates by previous employers shall not constitute a reference in compliance with this section.</p> <p>This State Rule is not met as evidenced by:</p> <p>Based on record review and interview for 3 of 3 employee files reviewed (staff #1, #2 and #3), the facility failed to ensure there were three professional references for staff #1, staff #2 and</p>	W 9999	<p>To correct the deficiency with W9999:</p> <p>- HR Coordinator will be retrained on ResCare policy HR 2.6 Screening/Interview Process. Including that all new hire employees must have three professional references.</p> <p>- HR Manager will be retrained on ResCare policy HR 2.6 Screening/Interview Process. Including that all new hire employees must have three professional references.</p> <p>- HR Manager will be retrained on ensuring the HR Coordinator is following on ResCare policy HR 2.6 Screening/Interview Process. Including that all new hire employees must have three professional references.</p>	01/20/2023

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	<p>staff #3.</p> <p>Findings include:</p> <p>The facility's personnel records were reviewed on 11/17/22 at 2:30 pm. The review indicated the following:</p> <p>Staff #1's personnel record did not indicate documentation of three references for staff #1. Staff #1's record indicated two reference checks. The first reference letter indicated it was from staff #1's mother. The second reference letter indicated it was from another relative of staff #1. Neither letter allowed comments about staff #1's prior experience and qualifications for employment or had a signature present.</p> <p>Staff #2's personnel record did not indicate documentation of three professional references allowing comments about staff #2's prior experience and qualifications for employment. The three references were typed in staff #2's email and sent to human resources.</p> <p>Staff #3's personnel record did not indicate documentation of three professional references allowing comments about staff #3's prior experience and qualifications for employment. Reference #1 indicated it was from staff #3's neighbor. References #2 and #3 indicated they were from staff #3's friends.</p> <p>On 11/22/22 at 1:00 pm, the Quality Assurance Manager (QAM) indicated staff screening for employment should include three professional reference checks.</p> <p>On 11/22/22 at 1:30 pm, the Human Resources Manager (HRM) was interviewed. The HRM</p>		<p>The HR Coordinator and HR Manager will review references to ensure that there are three professional references.</p> <p>Persons Responsible: HR Coordinator and HR Manager</p>	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G137	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 11/22/2022
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NAME OF PROVIDER OR SUPPLIER NORMAL LIFE OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP COD 8616 NORTHFIELD DR EVANSVILLE, IN 47713
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>stated, "We noticed this spring that some references were from family. We have since stopped doing that. References should be professional as much as possible and directly from the person." The HRM indicated the purpose of reference checks was to ensure staff were ethical and qualified to take good care of the clients.</p> <p>The facility's Abuse Neglect Exploitation Policy dated 11/14/18 was reviewed on 11/22/22 at 2:30 pm. The policy indicated the following:</p> <p>"...Hiring and Continued Employment, Screening and Hiring: Screening and Hiring will be conducted consistent with ResCare policy HR 2.6 Screening/Interview Process. All applicants will be screened and selected to determine their qualifications, ability to do the job, and criminal history background."</p> <p>The facility's Personal Policy dated 1/10/21 was reviewed on 11/22/22 at 3:00 pm. The policy indicated the following:</p> <p>"Employment References: ...employees will be required to give at least 3 references in which will be contacted by HR prior to them working in the home."</p> <p>9-3-2(c)(3)</p>			