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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G811 | X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____ | X3) DATE SURVEY COMPLETED 04/21/2021 |
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| NAME OF PROVIDER OR SUPPLIER RES-CARE INC | STREET ADDRESS, CITY, STATE, ZIP CODE 1306 S BLOOMINGTON STREET GREENCASTLE, IN 46135 |
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| W 0000 Bldg. 00 | <p>This visit was for a pre-determined full recertification and state licensure survey. This visit included the investigation of complaints #IN00343478, #IN00341232, #IN00330633, and #IN00322643.</p> <p>Complaint #IN00343478: Substantiated, no deficiencies related to the allegation(s) are cited.</p> <p>Complaint #IN00341232: Substantiated, no deficiencies related to the allegation(s) are cited.</p> <p>Complaint #IN00330633: Unsubstantiated, due to lack of sufficient evidence.</p> <p>Complaint #IN00322643: Substantiated, no deficiencies related to the allegation(s) are cited.</p> <p>Dates of Survey: 4/5/21, 4/6/21, 4/7/21, 4/8/21 and 4/21/21.</p> <p>Facility Number: 013405 Provider Number: 15G811 AIMS Number: 201267570</p> <p>These deficiencies also reflect state findings in accordance with 410 IAC 16.2-5. Quality Review of this report completed by #15068 on 4/27/21.</p> | W 0000 | | |
| W 0102 Bldg. 00 | <p>483.410 GOVERNING BODY AND MANAGEMENT</p> <p>The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on observation, record review and interview, the facility failed to meet the</p> | W 0102 | Individuals residing in the facility should have access throughout | 05/21/2021 |

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

TITLE

(X6) DATE

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

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| | <p>Condition of Participation: Governing Body for 4 of 4 sampled clients (#1, #2, #3 and #4), plus 16 additional clients (#5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20).</p> <p>The governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility met the Condition of Participation: Active Treatment Services for 3 of 4 sampled clients (#1, #3 and #4), plus 8 additional clients (#5, #10, #15, #16, #17, #18, #19 and #20).</p> <p>The governing body failed to exercise general policy, budget and operating direction over the facility to ensure client #5's television stand was in good repair and his television worked properly, client #8 had a bedframe for his mattress and client #13's nightstand was in good repair, to ensure clients #1, #3, and #4's rights in regards to access to food, to ensure client #3 had the opportunity to participate in community activities, to ensure clients #3, #11, #12 and #13 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure a system to accurately account for clients #1, #2, #3, #4, #12, and #15's personal possessions, to ensure the QIDP (Qualified Intellectual Disabilities Professional) integrated, monitored and coordinated clients #1, #2, #3, #4, #5, #10, #11, #12, #13, #15, #16, #17, #18, #19 and #20's active treatment programs, to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the time he spends out of his bedroom, to ensure the clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner, to ensure clients #1, #3, #16 and</p> | | <p>the day to food and drink items, without having to ask staff for assistance unless a specific and approved restriction is in place. The facility will provide a "snack drawer" which will contain a variety of healthy snacks so that individuals who are not restricted from these items can access snack items when they are hungry. In addition there will be access to drink items in the refrigerator.</p> <p>All staff will be in-serviced to ensure that there is adequate food and drink available, in the kitchen area, for individuals to access throughout the day.</p> <p>The dietary manager will be in-serviced to ensure that these food and drink items are available and accessible in the snack drawer and the refrigerator. Residential Managers will be in-serviced to ensure that they are verifying, throughout their shifts that snacks and drinks are available. This will be verified on the RM checklist, and reviewed by the PM weekly.W102 The facility ensures governing body and management requirements are met.</p> <p>*in the past year individual community activities had been restricted due to COVID. These restrictions have since been reduced or lifted.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with</p> | | | | |

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| | <p>#20's active treatment schedules were individualized, to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes, to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3, and #4's program plans, to ensure the facility's nursing services addressed client #13's falls, to conduct evacuation drills under varied conditions for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20 and to ensure high-touch areas (door knobs, arms of chairs, tables, chairs and couches) were cleaned and disinfected throughout the shift for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20.</p> <p>Findings include:</p> <ol style="list-style-type: none"> The governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility met the Condition of Participation: Active Treatment Services for 3 of 4 sampled clients (#1, #3 and #4), plus 8 additional clients (#5, #10, #15, #16, #17, #18, #19 and #20). Please see W195. The governing body failed to exercise general policy, budget and operating direction over the facility to ensure client #5's television stand was in good repair and his television worked properly, client #8 had a bedframe for his mattress and client #13's nightstand was in good repair, to ensure clients #1, #3, and #4's rights in regards to access to food, to ensure client #3 had the opportunity to participate in community activities, to ensure clients #3, #11, #12 and #13 were provided and encouraged to wear clothing | | <p>each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be</p> | |

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| | <p>in good repair and clean clothes and to ensure a system to accurately account for clients #1, #2, #3, #4, #12, and #15's personal possessions, to ensure the QIDP (Qualified Intellectual Disabilities Professional) integrated, monitored and coordinated clients #1, #2, #3, #4, #5, #10, #11, #12, #13, #15, #16, #17, #18, #19 and #20's active treatment programs, to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the time he spends out of his bedroom, to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner, to ensure the clients #1, #3, #16 and #20's active treatment schedules were individualized, to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes, to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3, and #4's program plans, to ensure the facility's nursing services addressed client #13's falls, to conduct evacuation drills under varied conditions for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20 and to ensure high-touch areas (door knobs, arms of chairs, tables, chairs and couches) were cleaned and disinfected throughout the shift for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20. Please see W104.</p> <p>5-1.2(24)(I)</p> | | <p>completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regard to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual</p> | |

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| | | | <p>program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process.</p> <p>Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so.</p> <p>For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the</p> | |

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| | | | <p>monthly and quarterly reviews.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans.</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment.</p> <p>In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass and dining and has met with the psychiatrist to adjust some medications.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These</p> | |

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| | | | <p>observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment.</p> <p>Two times per day, for at least 60 days, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate</p> | |

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| | | | <p>competency in active treatment and knowledge of goals and objectives as written in individual program plans including dietary and mealtime goals as well as family style dining.</p> <p>Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so.</p> <p>For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews.</p> | |

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| | | | <p>In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass and dining, and has met with the psychiatrist to adjust some medications.</p> <p>All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review,</p> | |

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| | | | <p>monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> <p>Facility PM and QIPD's will be in-serviced to ensure that all active treatment schedules are individualized to meet the needs of each individual living in the facility.</p> <p>All Active treatment schedules will be updated to ensure that they are individualized for the needs, wants and schedules of each individual person.</p> <p>Active treatment schedules will be reviewed at least, at the quarterly meetings to ensure the schedules continue to meet the needs of the individuals.</p> <p>Active treatment schedules will be posted and available for all staff, including direct support staff to be able to access at any time.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans. These observations will include observing access to active treatment observations and ensuring that</p> | |

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| W 0104 Bldg. 00 | <p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, record review and interview for 4 of 4 sampled clients (#1, #2, #3 and #4), plus 16 additional clients (#5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20), the governing body failed to exercise general policy, budget and operating direction over the facility to ensure client #5's television stand was in good repair and his television worked properly, client #8 had a bedframe for his mattress and client #13's nightstand was in good repair, to ensure clients #1, #3, and #4's rights in regards to access to food, to ensure client #3 had the opportunity to participate in community activities, to ensure clients #3, #11, #12 and #13 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure a system to accurately account for clients #1, #2, #3, #4, #12, and #15's personal possessions, to ensure the QIDP (Qualified Intellectual Disabilities Professional) integrated, monitored and coordinated clients #1, #2, #3, #4, #5, #10, #11, #12, #13, #15, #16, #17, #18, #19 and #20's active treatment programs, to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the time he spends out of his bedroom, to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner, to ensure the clients #1, #3, #16 and #20's active treatment schedules were</p> | | | W 0104 | <p>staff are aware of their location and understand how to use them.</p> <p>Individuals residing in the facility should have access throughout the day to food and drink items, without having to ask staff for assistance unless a specific and approved restriction is in place. The facility will provide a "snack drawer" which will contain a variety of healthy snacks so that individuals who are not restricted from these items can access snack items when they are hungry. In addition there will be access to drink items in the refrigerator.</p> <p>All staff will be in-serviced to ensure that there is adequate food and drink available, in the kitchen area, for individuals to access throughout the day.</p> <p>The dietary manager will be in-serviced to ensure that these food and drink items are available and accessible in the snack drawer and the refrigerator. Residential Managers will be in-serviced to ensure that they are verifying, throughout their shifts that snacks and drinks are available. This will be verified on the RM checklist, and reviewed by the PM weekly.</p> | | 05/21/2021 |

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| | <p>individualized, to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes, to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3, and #4's program plans, to ensure the facility's nursing services addressed client #13's falls, to conduct evacuation drills under varied conditions for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20 and to ensure high-touch areas (door knobs, arms of chairs, tables, chairs and couches) were cleaned and disinfected throughout the shift for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20.</p> <p>Findings include:</p> <p>1. Observations were completed on 4/5/21 from 1:29 PM to 3:08 PM and on 4/6/21 from 10:26 AM to 12:04 PM. The observations indicated the following:</p> <p>Observation on 4/5/21:</p> <p>-At 1:29 PM, client #8 offered to show his personal belongings kept in his bedroom. As client #8 showed some of his personal belongings, his mattress lay on the floor with no bedframe. Client #8 was asked about his bedframe. Client #8 stated, "Its broke" and then left the room with some of his personal items to share with others.</p> <p>-At 2:24 PM, client #8 approached and was asked why his mattress was on the floor. Client #8 stated, "The box spring fell in. We've not been going anywhere. It's a real pain in the a**" and</p> | | <p>Two times per day, for at least 60 days there will be administrative monitoring to ensure that individual rights are being met and that clients have access to healthy food and snack items, unless otherwise restricted per the individual program plan.</p> <p>The facility ensures the rights of all clients.</p> <p>*in the past year individual community activities had been restricted due to COVID. These restrictions have since been reduced or lifted.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. All individuals will have</p> | |

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| | <p>client #8 then left to return to the day room.</p> <p>-At 2:51 PM, client #13's bedroom had a nightstand next to his wardrobe. The nightstand was missing a top drawer and the bottom drawer hung down and metal railing was exposed. Client #13 was asked about his nightstand being broken, but his response was not understandable.</p> <p>-At 2:59 PM, client #5 approached and said hello. Client #5 indicated he had a CD collection and wanted to share.</p> <p>-At 3:01 PM, client #5 pointed to his CD collection and his posted notes with the total number of CD's he had collected. Client #5's television stand in his bedroom had a piece of trim torn off and hung from the top of the television stand. Client #5 was asked if anything was broken in his room. Client #5 pointed to his television as he indicated he was going to be moving soon. Client #5 indicated his television did not work and his television stand was broken. Multiple glued pegs protruded along the top section of client #5's television stand and a piece of trim hung down from the top side.</p> <p>Observation on 4/6/21:</p> <p>-At 10:26 AM, client #5 and client #13 were in the day room with clients #4, #12, #14 and staff #13. Client #5's bedroom was observed again and the trim at the top of his television stand hung down and multiple glued pegs continued to protrude along the top section of the television stand.</p> <p>-At 10:51 AM, client #16 stepped into the hallway and stated to staff #13, "[Client #8] is stuck in his room" and used force with his left</p> | | <p>appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> <p>*in the past year individual community activities had been restricted due to COVID. These restrictions have since been reduced or lifted.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with</p> | |

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| | <p>shoulder to open client #8's bedroom door. The janitor then came down the hallway to client #8's bedroom, looked at the door and indicated he would notify maintenance to come look at client #8's door.</p> <p>-At 10:56 AM, client #16 and client #8 stood in the hallway and talked about client #8's door sticking. Client #8 thanked client #16 for opening the door. While in the hallway, client #8's mattress remained on the floor and was without a bedframe.</p> <p>-At 11:17 AM, staff #9 entered client #13's bedroom and indicated he was going on an outing. Client #13's nightstand remained beside his wardrobe and continued to be missing the top drawer. The bottom drawer hung down and metal framing for the top drawer to slide on was exposed on the inside of nightstand. During this time, a maintenance person had come into the facility and repaired client #8's door handle to his bedroom door.</p> <p>On 4/6/21 at 3:55 PM, staff #9 was interviewed. Staff #9 was asked about client #5's television and television stand being in good repair, client #8's bedframe, and client #13's broken nightstand. Staff #9 stated, "[Client #13's] nightstand just recently broke, about a week ago". Staff #9 was asked if a work order had been completed to repair client #13's nightstand. Staff #9 stated, "I don't know". Staff #9 indicated client #8 would take apart and disassemble his bedframe and periodically reassemble his bed. Staff #9 stated, "I've seen him (client #8) take it apart, but never broken". Staff #9 was asked where client #8's bedframe was located. Staff #9 stated, "Probably in the shed". Staff #9 was asked how long client #8 had gone without a bedframe. Staff</p> | | <p>each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regard to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community</p> | |

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| | <p>#9 stated, "About 3 weeks". Staff #9 stated client #5's issues with his television and television stand were problems that had continued from the previous annual survey. Staff #9 stated, "It's the exact same TV (television) stand. It's the same one ... His TV works, it's a cable issue. He used to watch [name]".</p> <p>On 4/6/21 at 5:39 PM, staff #14 was interviewed. Staff #14 was asked if client #13's nightstand was broken. Staff #14 stated, "Yes". Staff #14 was asked how long client #13's nightstand had been broken. Staff #14 stated, "About a month or longer". Staff #14 was asked if a work order had been submitted to repair client #13's nightstand. Staff #14 stated, "No, I don't know". Staff #14 was asked about client #5's television and television stand. Staff #14 stated, "I noticed that". Staff #14 indicated she was aware of client #5's broken television stand for 2 days upon returning to work from being off. Staff #14 indicated she was not sure if a work order had been completed to repair client #5's television. Staff #14 was asked about client #8's bedframe missing from his bedroom. Staff #14 stated, "They took it out. [Client #8] jumped on it and one of the boards broke". Staff #14 was asked how long client #8 had gone without a bedframe. Staff #14 stated, "About a month". Staff #14 was asked if a work order had been completed to repair client #8's bedframe. Staff #14 stated, "I don't know. There shouldn't be any reason he can't sleep in a bed with a bedframe".</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM was asked about client #5's television and television stand being in good repair, client #8's bedframe, and client #13's broken nightstand. The PM indicated client #8's bedframe had been ordered and would be</p> | | <p>outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process.</p> <p>Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so.</p> <p>For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and</p> | |

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| | <p>replaced. The PM indicated he was not aware of any issues with client #5's television or television stand being broken or client #13's nightstand being broken. The PM indicated client #5's financial resources would be reviewed and if client #5 did not have enough finances to replace his television stand, the facility would ensure a television stand was obtained to replace it. The PM indicated a new nightstand would be obtained to replace client #13's broken nightstand. The PM was asked if the facility should be maintained and in good repair. The PM stated, "Yes, absolutely!".</p> <p>2. The governing body failed to ensure clients #1, #3, and #4's rights in regards to access to food. Please see W125.</p> <p>3. The governing body failed to ensure client #3 had the opportunity to participate in community activities. Please see W136.</p> <p>4. The governing body failed to ensure clients #3, #11, #12 and #13 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure a system to accurately account for clients #1, #2, #3, #4, #12, and #15's personal possessions. Please see W137.</p> <p>5. The governing body failed to ensure the QIDP integrated, coordinated and monitored clients #1, #2, #3, #4, #5, #10, #11, #12, #13, #15, #16, #17, #18, #19 and #20's active treatment programs by failing to ensure the client #3 had the opportunity to participate in community activities, to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the</p> | | <p>documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans. All staff will be in-serviced on specifics related to each individuals program plan. All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment. In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass</p> | |

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| | <p>time he spends out of his bedroom, to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner, to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized, to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3 and #4's program plans. Please see W159.</p> <p>6. The governing body failed to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented. Please see W196.</p> <p>7. The governing body failed to ensure client #20 had a plan to increase the time he spends out of his bedroom. Please see W227.</p> <p>8. The governing body failed to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner. Please see W249.</p> <p>9. The governing body failed to ensure the clients #1, #3, #16 and #20's active treatment schedules were individualized. Please see W250.</p> <p>10. The governing body failed to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes. Please see W268.</p> <p>11. The governing body failed to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3, and #4's program plans. Please see W289.</p> <p>12. The governing body failed to ensure the</p> | | <p>and dining and has met with the psychiatrist to adjust some medications.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment.</p> | |

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| | <p>facility's nursing services addressed client #13's falls in order to prevent recurrence. Please see W331.</p> <p>13. The governing body failed to conduct evacuation drills under varied conditions for clients (#1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20). Please see W441.</p> <p>14. The governing body failed to ensure high-touch areas (door knobs, arms of chairs, tables, chairs and couches) were cleaned and disinfected throughout the shift for clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20. Please see W455.</p> <p>5-1.2(24)(l)</p> | | <p>Two times per day, for at least 60 days, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans including dietary and mealtime goals as well as family style dining. Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so. For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan. Outings will be scheduled and documented each day by the</p> | |

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| | | | <p>DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass and dining, and has met with the psychiatrist to adjust some medications.</p> <p>All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM</p> | |

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| | | | <p>will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> <p>Facility PM and QIPD's will be in-serviced to ensure that all active treatment schedules are individualized to meet the needs of each individual living in the facility.</p> <p>All Active treatment schedules will be updated to ensure that they are individualized for the needs, wants and schedules of each individual person.</p> <p>Active treatment schedules will be reviewed at least, at the quarterly meetings to ensure the schedules continue to meet the needs of the individuals.</p> <p>Active treatment schedules will be posted and available for all staff, including direct support staff to be able to access at any time.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in</p> | |

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| | | | <p>active treatment and knowledge of goals and objectives as written in individual program plans. These observations will include observing access to active treatment observations and ensuring that staff are aware of their location and understand how to use them. Policies and procedures promote the growth, development, and independence of the client. All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply. All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes. All staff will be in-serviced to ensure understanding of individual dignity. PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions. New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual. The Program Manager will review,</p> | |

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| | | | <p>monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well-fitting clothing.</p> <p>The Behavior Consultant and Program Manager will be in-serviced to ensure understanding that all interventions used to manage client behavior are incorporated into program plans, for any client effected.</p> <p>Restrictive interventions will be written into program plans and approved by guardians as well as the HRC.</p> <p>All interventions will be reviewed for relevancy by the IDT at each quarterly meeting and revised as needed.</p> <p>All individuals will be assessed upon admission and ongoing on any high risk care plan needs, including factors that may lead to falls.</p> <p>The DON will investigate all falls in order to assess the root cause and need for intervention, and prevention of further falls and potential injury.</p> <p>All staff will be in-serviced on each individual high risk plans and how to intervene to ensure client safety.</p> <p>The facility holds evacuation drills under varied conditions</p> <p>The Program Manager will be</p> | |

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| W 0125 Bldg. 00 | 483.420(a)(3) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process. Based on observation, record review, and interview for 3 of 4 sampled clients (#1, #3, and #4), the facility failed to ensure clients #1, #3, and #4's rights in regards to access to food. | W 0125 | in-serviced on the policy for emergency evacuation drills. Evacuation drills will be scheduled each month at a variety of times. The PM will complete a schedule, for the year, of evacuation drills to include the range of acceptable times to conduct the drills. Evacuation drills will be reviewed at each quarterly safety committee review for adherence to the policy. Staff will ensure that all surfaces are disinfected, per policy multiple times a day. In addition the custodian will do a deep cleaning of surfaces each day. Individuals will be prompted to assist in cleaning all surfaces and assisting with infection control as well. Administrative observations will occur at least two times daily for at least 60 days to ensure adherence to infection control policy. Individuals residing in the facility should have access throughout the day to food and drink items, without having to ask staff for | 05/21/2021 | |

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| | <p>Findings include:</p> <p>1. Observations were conducted in the facility on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #2, #3, and #4 were present in the facility for the duration of the observation period.</p> <p>Throughout the observation periods, there was no food in the refrigerator in the kitchen. There was bagged ice in the freezer in the kitchen. There was no food available to the clients in the cabinets in the kitchen. On 4/6/21 at 7:30 am, there were two carafes of coffee available to clients in the kitchen. No other food or drinks were available to clients without staff assistance.</p> <p>Client #1's record was reviewed on 4/6/21 at 10:08 am.</p> <p>Client #1's Behavior Support Plan (BSP) dated 3/25/21 did not indicate a restriction on client #1's access to food.</p> <p>Client #16 was interviewed on 4/7/21 at 9:33 am and stated, "The food is kept locked up. When I'm hungry, I have to ask staff for snacks."</p> <p>Direct Support Professional (DSP) #7 was interviewed on 4/5/21 at 4:26 pm and stated, "We keep the food locked. [Client #6] will get into the drinks."</p> <p>DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "All food is kept locked. [Clients #7 and #15 will eat all of the snacks we have before</p> | | <p>assistance unless a specific and approved restriction is in place. The facility will provide a "snack drawer" which will contain a variety of healthy snacks so that individuals who are not restricted from these items can access snack items when they are hungry. In addition there will be access to drink items in the refrigerator.</p> <p>All staff will be in-serviced to ensure that there is adequate food and drink available, in the kitchen area, for individuals to access throughout the day.</p> <p>The dietary manager will be in-serviced to ensure that these food and drink items are available and accessible in the snack drawer and the refrigerator. Residential Managers will be in-serviced to ensure that they are verifying, throughout their shifts that snacks and drinks are available. This will be verified on the RM checklist, and reviewed by the PM weekly.</p> <p>Two times per day, for at least 60 days there will be administrative monitoring to ensure that individual rights are being met and that clients have access to healthy food and snack items, unless otherwise restricted per the individual program plan.</p> | |

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| | <p>noon. They can have snacks, but they have to ask for them and wait 15 minutes between."</p> <p>Behavior Specialist (BS) #1 was interviewed on 4/7/21 at 11:30 am and stated, "They keep all of the snacks in the pantry on a cart. The pantry door is locked. The clients have to go through staff to get any food. If we have to keep the food locked, it'll have to be mentioned in the clients' behavior plans. They will need HRC (Human Rights Committee) approval. We will have to get guardian approval."</p> <p>2. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations at the facility, there was no food in the refrigerator in the kitchen. There was no unlocked food in the kitchen accessible to clients #3 and #8.</p> <p>On 4/6/21 at 8:37 AM, client #8 indicated he did not have access to the food. Client #8 stated "no clients have access." He indicated he had to ask staff for access when he wanted food.</p> <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. Client #3's 12/18/20 Individual Support Plan and 3/25/21 Behavior Support Plan did not include the locking of the food at the facility.</p> <p>On 4/6/21 at 4:55 PM, the Behavior Clinician (BC) indicated there should be snacks available to the clients at all times. The BC stated she "didn't know the snacks were not available." On 4/7/21 at 12:19 PM, the BC indicated it was an unnecessary restriction. The BC stated she was</p> | | | |

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| | <p>"not sure the reason it is being locked."</p> <p>The BC indicated the clients' food was "behind (a) locked door." The BC stated the clients "have to go through staff to get them (snacks and food)." The BC she was not aware the drawer for snacks was not being used. The BC stated she was aware client #15 was "taking it all." The BC stated the clients "can have access at any time."</p> <p>On 4/6/21 at 4:57 PM, the Program Manager (PM) stated the "food is all locked up." The PM stated the clients were "getting into it and eating it." On 4/7/21 at 1:38 PM, the PM indicated the food was locked and not accessible to the clients due to client #15. The PM stated, "we have a client who will steal it (food)." The PM indicated the food could not be left out due to client #15's behavior. The PM stated "he (client #15) would eat everything. There was no stopping him." The PM stated the "clients just have to ask the staff" for food.</p> <p>On 4/6/21 at 5:21 PM, staff #14 indicated prior to Covid going through the facility in December 2020, there was a drawer full of fruit cups. Staff #14 stated, "There is no food available" to the clients without going through a staff to access the food.</p> <p>3. Observations were conducted at the facility on 4/5/21 from 1:29 PM to 3:08 PM, from 4:20 PM to 6:32 PM, 4/6/21 from 10:24 AM to 12:04 PM, from 2:15 PM to 3:02 PM, from 6:02 PM to 6:59 PM and 4/7/21 from 10:37 AM to 11:20 AM. During the observations at the facility, the food pantry room door was closed and locked. This affected client #4.</p> <p>On 4/6/21 at 4:08 PM, a review of client #4's record was conducted. The record indicated the</p> | | | |

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| | <p>following:</p> <p>-Individual Support Plan dated 11/1/20 indicated, "Safe Meal Preparation: [Client #4] will help prepare a portion of the meal using safe cooking techniques with 1 verbal prompt 100% of the opportunities per month across 3 consecutive months".</p> <p>-Behavior Support Plan dated 3/25/21 indicated, "Rights Restrictions / PRN (as needed) Protocol: ... He (client #4) may use his key card to exit the ResCare residential building when going on personal shopping outings. He will return it to the RM/staff upon his return to the residential building and it will be locked in the RM (residential manager) closet ... Line of sight supervision in the kitchen in case [client #4] needs assistance while using the kitchen ... [Client #4] can be restricted from the kitchen for up to 30 days following repeated episodes of physical aggression in the kitchen, this will be put in place only at the discretion of the treatment team ...".</p> <p>Client #4's ISP and BSP did not indicate the need or purpose for foods being locked or why client #4 would not be allowed access to the food items.</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM was asked why the food items were being locked. The PM stated, "[Client #15] will go through the foods and we have to lock it up. Client (client #4) has access through the staff".</p> <p>5-1.2(6)</p> | | | | |

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| W 0136 Bldg. 00 | <p>483.420(a)(11) PROTECTION OF CLIENTS RIGHTS</p> <p>The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have the opportunity to participate in social, religious, and community group activities.</p> <p>Based on observation, interview and record review for 1 of 4 clients in the sample (#3), the facility failed to ensure client #3 had the opportunity to participate in community activities.</p> <p>Findings include:</p> <p>Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations at the facility, clients #3, #8 and #12 did not leave the facility to go on a community outing.</p> <p>-On 4/5/21 at 6:12 PM, client #8 indicated he was not going to eat dinner due to having food from a fast food restaurant earlier. Client #8 indicated the staff went to the restaurant to pick up the food. Client #8 indicated he was not allowed to go on outings due to Covid-19.</p> <p>-On 4/6/21 at 11:55 AM, client #12 was given a bag of food by staff #13. Client #12 ate his fast food at a table in the dining room. Client #12 did not leave the premises in order to get his food. At 11:57 AM, staff #13 stated client #12's "outing day" was on this day so she went to pick up food for him.</p> | W 0136 | <p>The facility ensures the rights of all clients.</p> <p>*in the past year individual community activities had been restricted due to COVID. These restrictions have since been reduced or lifted.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews.</p> | 05/21/2021 |

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| W 0137 Bldg. 00 | <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. There was no documentation client #3 had attended an outing in the community in the past 12 months with the exception of attending medical appointments. Client #3's 3/25/21 Behavior Support Plan indicated, in part, "...[client #3] continues to get desired items from the community on his personal outing day but staff retrieve these items for him...."</p> <p>On 4/7/21 at 12:42 PM, the Behavior Consultant (BC) indicated part of the Covid protocol at the facility was not going into the community. The BC indicated staff retrieve the items for the clients at this time from the community. The BC stated, "I don't understand why the van rides stopped."</p> <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) stated, "I thought they (the staff) were taking the clients out... Not aware the clients were not going out."</p> <p>483.420(a)(12) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have the right to retain and use appropriate personal possessions and clothing. Based on observation, record review and interview for 4 of 4 clients in the sample (#1, #2, #3 and #4) and 4 additional clients (#11, #12, #13 and #15), the facility failed to ensure clients #3, #11, #12 and #13 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure a system to accurately account for clients #1, #2, #3, #4, #12, and #15's personal possessions.</p> | W 0137 | <p>The facility ensures the rights of all clients All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply. All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear</p> | 05/21/2021 |

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| | <p>Findings include:</p> <p>A. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations at the facility, the following issues were noted:</p> <p>1) Client #17 wore the same clothes throughout the observations.</p> <p>2) On 4/5/21 from 1:27 PM to 3:08 PM, client #12's pants were too tight and could not be buckled and zipped. At 2:20 PM, client #12 needed assistance to pull his pants up due to falling down. Nurse #1 unbuckled client #12's pants, pulled them up and buckled his belt. The nurse was unable to buckle the button and zip client #12's pants. At 2:24 PM, client #12 left the medication area to use the restroom. When he returned at 2:26 PM, nurse #1 had to assist client #12 again due to his pants falling down. At 6:10 PM, client #12 asked staff for assistance with his belt.</p> <p>3) On 4/5/21 at 2:52 PM, client #11 was wearing two right shoes.</p> <p>4) On 4/5/21 at 5:00 PM, client #13's shoes were on the wrong feet.</p> <p>5) On 4/6/21 at 7:42 AM, client #3 was wearing the same clothes from 4/5/21.</p> <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. There was no</p> | | <p>clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> | |

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| | <p>documentation the facility documented client #3's personal possessions on an inventory.</p> <p>On 4/7/21 at 1:00 PM, the Behavior Consultant (BC) indicated the clients' personal possession inventories should be completed upon admission and updated regularly but she was not sure the frequency.</p> <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) indicated the clients' personal possession inventories should be completed upon admission and updated at least annually. The PM indicated there should be two copies of the inventories, one in the clients' file on the unit and one in their program binders. The PM indicated he was unable to find any of the clients' inventories.</p> <p>B. Observations were conducted in the group home on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #2, #3, #4, #12, and #15 were present in the group home for the duration of the observation period.</p> <p>1. On 4/5/21 at 2:20 pm, client #12 was wearing jeans with a belt and a polo shirt. Direct Support Professional (DSP) #13 assisted client #12 to adjust his belt. When client #12 lifted his shirt up, his pants were too small and could not be zipped or buttoned at the waist. - DSP #13 did not prompt client #12 to change his pants.</p> <p>Client #12's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> <p>DSP #13 was interviewed on 4/5/21 at 2:22 pm</p> | | | |

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| | <p>and stated, "[Client #12] needs new clothes. I keep noticing him wearing other peoples' clothes. I don't know where any of his shorts are. His stuff has just vanished. Staff do his laundry on 3rd shift. There's no way those are his pants. They're way too small."</p> <p>Program Manager (PM) #1 was interviewed on 4/7/21 at 1:55 pm and stated, "[Client #12's] pants should fit him. I wonder if those weren't his clothes. Some clients will take other people's clothes at times."</p> <p>2. On 4/5/21 at 5:00 pm, client #15 was wearing a green t-shirt with an unbuttoned plaid shirt over it and blue jogging pants.</p> <p>On 4/6/21 at 8:00 am, client #15 was wearing a green t-shirt with blue jogging pants.</p> <p>On 4/7/21 at 10:13 am, client #15 was wearing a green t-shirt with blue jogger pants. The pants had a white substance smeared across the front of the thighs.</p> <p>On 4/7/21 at 10:50 am, client #15 indicated there were two laundry baskets in his bedroom. Client #15 dumped the baskets out and sorted through them. There were no pants in the baskets. Client #15 opened all of his dresser drawers and hanging closet space, there were no additional pants in client #15's bedroom. Client #15 indicated he did not have clothing in the laundry at the time.</p> <p>Client #15's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> <p>Client #15 was interviewed on 4/7/21 at 10:13</p> | | | |

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| | <p>am and stated, "I only have one pair of pants. I threw the rest away. I don't ever wash these pants because I don't have anything else to wear while these are being washed."</p> <p>DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "[Client #15] has been wearing the same pair of pants for months. He wears the same shirt for 2 or 3 days before he washes them."</p> <p>DSP #9 was interviewed on 4/5/21 at 2:27 pm and stated, "[Client #15] will throw his clothing away. That's a behavior he has. He'll do it with other people's clothes too."</p> <p>Behavior Specialist (BS) #1 was interviewed on 4/7/21 at 11:30 am and stated, "[Client #15] has a behavior of throwing his own clothing away. It's listed in his behavior plan under property destruction." BS #1 stated, "He should have several pairs of pants, socks, and underwear. If he's throwing things away, and he has no other clothing, staff should check his inventory sheet and find out where it all went. If he doesn't have clothing to wear, we should provide additional items."</p> <p>PM #1 stated, "If a client only has one pair of pants, we would provide more. He should have 4 pairs of pants at a minimum. I would expect 2 pairs of sweat pants and seasonal pants as well."</p> <p>3. Client #1's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> <p>4. Client #2's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> | | | |

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| W 0159 Bldg. 00 | <p>5. Client #3's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> <p>6. Client #4's record was reviewed on 4/7/21 at 10:58 am and did not include an inventory of his belongings.</p> <p>Residential Manager (RM) #3 was interviewed on 4/7/21 at 10:44 am and stated, "We update the inventories every year or when [the clients] go shopping or bring things home. We keep them in the clients' financial binders, locked in the managers' closet." RM #3 stated, "The inventories aren't in the binders. I don't know where they are."</p> <p>DSP #9 was interviewed on 4/5/21 at 2:27 pm and stated, "We do inventory one time each year. If [a client] buys something, we add it to his inventory. If they go on a home visit and come back with something, we add it to the inventory."</p> <p>PM #1 was interviewed on 4/7/21 at 1:55 pm and stated, "When the client comes in, there should be a personal possession inventory completed. When a client comes back from an outing, they should update the inventory. We should have a copy in the office and there is one kept in the home. I can't find any of them."</p> <p>483.430(a) QIDP Each client's active treatment program must be integrated, coordinated and monitored by a qualified intellectual disability professional. Based on observation, record review and interview for 4 of 4 sampled clients (#1, #2, #3 and #4), plus 11 additional clients (#5, #10, #11,</p> | W 0159 | *in the past year individual community activities had been restricted due to COVID. These | 05/21/2021 |

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| | <p>#12, #13, #15, #16, #17, #18, #19 and #20), the QIDP (Qualified Intellectual Disabilities Professional) failed to integrate, monitor and coordinate clients #1, #2, #3, #4, #5, #10, #11, #12, #13, #15, #16, #17, #18, #19 and #20's active treatment programs by failing to ensure the client #3 had the opportunity to participate in community activities, to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the time he spends out of his bedroom, to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner, to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized, to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes and to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3 and #4's program plans.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The QIDP failed to integrate, monitor and coordinate client #3's active treatment program by failing to ensure client #3 had the opportunity to participate in community activities. Please see W136. 2. The QIDP failed to integrate, monitor and coordinate clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs by failing to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented. Please see W196. 3. The QIDP failed to integrate, monitor and | | <p>restrictions have since been reduced or lifted. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan. Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews.</p> | |

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| W 0195 Bldg. 00 | <p>coordinate client #20's active treatment programs by failing to ensure client #20 had a plan to increase the time he spends out of his bedroom. Please see W227.</p> <p>4. The QIDP failed to integrate, monitor and coordinate clients #3, #4, #5, #15, #16, #17, #19 and #20's active treatment programs by failing to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner. Please see W249.</p> <p>5. The QIDP failed to integrate, monitor and coordinate clients #1, #3, #16 and #20's active treatment programs by failing to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized. Please see W250.</p> <p>6. The QIDP failed to integrate, monitor and coordinate clients #1, #3, #10, #11, #12, #13, #15 and #18's active treatment programs by failing to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes. Please see W268.</p> <p>7. The QIDP failed to integrate, monitor and coordinate clients #1, #2, #3 and #4's active treatment programs by failing to ensure the systematic intervention of locking the laundry room door was incorporated into the clients #1, #2, #3 and #4's program plans. Please see W289.</p> <p>483.440 ACTIVE TREATMENT SERVICES The facility must ensure that specific active treatment services requirements are met. Based on observation, record review and interview, the facility failed to meet the Condition of Participation: Active Treatment</p> | W 0195 | W196 Each client will receive a continuous active treatment program | 05/21/2021 |

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| | <p>Services for 3 of 4 sampled clients (#1, #3 and #4), plus 8 additional clients (#5, #10, #15, #16, #17, #18, #19 and #20).</p> <p>The facility failed to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented, to ensure client #20 had a plan to increase the time he spends out of his bedroom, to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner and to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The facility failed to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented. Please see W196. 2. The facility failed to ensure client #20 had a plan to increase the time he spends out of his bedroom. Please see W227. 3. The facility failed to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20 served themselves during dinner and programs were implemented during opportunities. Please see W249. 4. The facility failed to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized. Please see W250. | | <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regard to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process. Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so. For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class</p> | |

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| W 0196 Bldg. 00 | 483.440(a)(1) ACTIVE TREATMENT Each client must receive a continuous active treatment program, which includes | | opportunities are scheduled and made available to all individuals living in the facility. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan. Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans. | |

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| | <p>aggressive, consistent implementation of a program of specialized and generic training, treatment, health services and related services described in this subpart, that is directed toward:</p> <p>(i) The acquisition of the behaviors necessary for the client to function with as much self determination and independence as possible; and</p> <p>(ii) The prevention or deceleration of regression or loss of current optimal functional status.</p> <p>Based on observation, record review and interview for 2 of 4 sampled clients (#1 and #3), plus 5 additional clients (#10, #16, #18, #19 and #20), the facility failed to ensure clients #1, #3, #10, #16, #18, #19 and #20's active treatment programs were consistently and aggressively implemented.</p> <p>Findings include:</p> <p>A. Observations were conducted in the facility on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #10, #18, and #19 were present in the facility for the duration of the observation period.</p> <p>1. On 4/5/21 at 1:30 pm, client #1 was outside throwing a football. Direct Support Professional (DSP) #9 was seated in a chair on an outdoor patio. 6 other clients were sitting in chairs or lying on the concrete. At 1:53 pm, client #1 was throwing a football. DSP #9 stated, "I'm warning you. If a ball hits up here. Just come and sit down." Client #1 continued throwing the football. At 2:44 pm, client #1 was lying on a</p> | W 0196 | <p>W196 Each client will receive a continuous active treatment program</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regard to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual</p> | 05/21/2021 |

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| | <p>mattress on the floor of his bedroom. There were no sheets on the mattress. Client #1 was playing video games on a television sitting on the floor at the foot of the mattress.</p> <p>On 4/5/21 at 4:48 pm, client #1 went into the kitchen and put on gloves. Client #1 helped prepare the evening meal. Staff answered client #1's questions about how to prepare the different foods. At 5:10 pm, client #1 went to sit in the day room. At 6:01 pm, there was an announcement for all clients to wash their hands. Client #1 went to the table and sat down. Client #1 was served ham, potatoes, and a slice of bread. Client #1 refused broccoli. Staff did not prompt client #1 to serve himself.</p> <p>On 4/6/21 at 7:30 am, client #1 was in his bedroom with the door shut. At 8:58 am, client #1 came out of his room and went into the kitchen. Client #1 got Pop-Tarts and sat at a dining table to eat. Client #1 was wearing the same clothing as the day before.</p> <p>Client #1 was interviewed on 4/6/21 at 2:38 pm and stated, "I've been in bed all day. I got up for breakfast and lunch. Staff didn't ask me to go to life skills. I haven't been sleeping, I've been on [social media] all day. They didn't ask me to take a shower or brush my teeth. I'll probably do that on 2nd shift. I'm not sure when I last changed my clothes. I've been wearing this for a while."</p> <p>Direct Support Professional (DSP) #2 was interviewed on 4/6/21 at 2:56 pm. DSP #2 was not able to identify any of client #1's goals or objectives.</p> <p>Residential Manager (RM) #3 was interviewed on 4/6/21 at 9:15 am and stated, "I was trained on</p> | | <p>program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process. Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so. For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility. Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as warranted in the individual program plan. Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the</p> | |

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| | <p>[client #1's] goals. He's supposed to shower daily, do his laundry, and brush his teeth. He'll start working soon. We have life skills at 9:30 am and 3:00 pm, but he doesn't usually go."</p> <p>Client #1's record was reviewed on 4/6/21 at 10:08 am. Client #1's Individual Support Plan (ISP) dated 8/31/20 indicated the following: "Needs: Needs to improve money skills. Needs assistance to schedule and keep appointments. Needs supervision. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to improve social interaction with peers. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division. Needs to improve adding and subtracting skills. Needs to improve how to use tableware</p> | | <p>monthly and quarterly reviews. Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans.</p> | |

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| | <p>correctly."</p> <p>Client #1's record indicated ISP goals and objectives in the following areas: Self-medication administration, oral hygiene, laundry, bathing, coping skills, community awareness, social interaction, physical activity, and cooking.</p> <p>2. On 4/5/21 at 1:30 pm, client #10 was in his bedroom with the door shut. Client #10 remained in his room throughout the observation period ending at 2:45 pm on 4/5/21. Staff did not attempt to engage client #10 in activities.</p> <p>On 4/5/21 at 4:20 pm, client #10 was in his bedroom with the door shut. At 6:01 pm, there was an announcement for clients to wash their hands for dinner. Client #10 came out of his bedroom and sat at a dining table. Client #10 was served ham, potatoes, broccoli, and bread. Staff did not prompt client #10 to serve himself. After his evening meal, client #10 returned to his bedroom and shut the door and remained there until the end of the observation period at 6:30 pm.</p> <p>On 4/6/21 at 7:30 am, client #10 was in his bedroom with the door shut. At 8:13 am, staff prompted client #10 to take his medication. Client #10 was wearing the same jean shorts and tie dye t-shirt he wore the previous afternoon and evening. At 8:17 am, client #10 was seated at a dining table eating oatmeal and Pop-Tarts. Client #10 stated, "I'm going back to bed after breakfast. I'm still wearing the same clothes as yesterday. I'll change when I take a shower. I slept in my jeans. I didn't even take off my belt or shoes." After breakfast, client #10 returned to his bedroom with the door shut. He remained there</p> | | | |

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| | <p>until the end of the observation period at 9:00 am.</p> <p>On 4/6/21 at 2:41 pm, client #10 was in his bedroom with the door shut. Client #10 stated, "I've been sleeping all day. I slept through lunch. I don't know if staff tried to wake me up for life skills or lunch. I was sleeping."</p> <p>- Throughout the observation periods, staff did not make attempts to engage client #10 in any activities.</p> <p>Client #10 was interviewed on 4/5/21 at 6:28 pm and stated, "I just sleep and watch TV (television) all day. There's nothing to do with the workshop closed. I'm waiting for that to open, so I can get some money. Staff don't have activities for me to do."</p> <p>DSP #2 was interviewed on 4/6/21 at 2:56 pm and stated, "I don't know what goals [client #10] is supposed to be working on."</p> <p>RM #3 was interviewed on 4/6/21 at 2:24 pm and stated, "[Client #10] doesn't need to be prompted for his goals. He just let's us know when he's finished something. He's usually in his bedroom."</p> <p>Client #10's record was reviewed on 4/6/21 at 3:22 pm. Client #10's ISP dated 12/8/20 indicated the following: "Needs: Needs to improve money skills. Needs to learn how to structure time and activities. Needs to initiate own activities. Needs assistance to schedule and keep appointments.</p> | | | |

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| | <p>Needs supervision.</p> <p>Needs to use appropriate tone of voice when speaking.</p> <p>Needs to improve leisure skills.</p> <p>Needs to improve cooking skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve kitchen safety skills.</p> <p>Needs to improve basic education skills.</p> <p>Needs to improve vocational skills.</p> <p>Needs to learn shopping skills.</p> <p>Needs to improve communication skills.</p> <p>Needs to improve socialization skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to learn oral hygiene skills.</p> <p>Needs to learn pedestrian safety skills.</p> <p>Needs to learn money management skills.</p> <p>Needs to learn hygiene skills.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Need improvement in Reporting Abuse Skills.</p> <p>Need improvement in Adaptive Equipment Skills.</p> <p>Needs to improve sexual responsibility.</p> <p>Needs to improve safe electronic skills."</p> <p>Client #10's ISP indicated goals in the following areas:</p> | | | |

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| | <p>Self-medication administration, oral hygiene, laundry, bathing, coping skills, cooking, community awareness, and money management.</p> <p>3. On 4/5/21 at 1:30 pm, client #18 was in his bedroom with the door shut and remained there until the end of the observation period at 2:45 pm.</p> <p>On 4/5/21 at 4:20 pm, client #18 was in his bedroom with the door shut. At 6:01 pm, there was an announcement for clients to wash their hands for dinner. Client #18 came out of his bedroom and sat at a dining table. Client #18 was served ham, potatoes, broccoli, and bread. Staff did not prompt client #18 to serve himself. After his evening meal, client #18 returned to his bedroom, shut the door, and remained there until the end of the observation period at 6:30 pm.</p> <p>On 4/6/21 at 7:39 am, client #18 was eating Pop-Tarts at a dining table. Client #18 was wearing the same yellow t-shirt he wore the day before. At 7:43 am, DSP #2 asked client #18 if he had brushed his teeth or washed his laundry. Client #18 stated, "Not yet. I want to wait." DSP #2 stated, "Let's do it now." Client #18 went into his bedroom to get his laundry.</p> <p>At 8:07 am, client #10 was in his bedroom with the door shut. where he remained until the end of the observation period at 9:00 am.</p> <p>Client #18 was interviewed on 4/6/21 at 7:39 am and stated, "I sleep most of the day. There's nothing else to do. Staff don't have anything planned for us. We can go to the gym, the library, or outside. We have to come up with an idea and ask staff to take us. They don't come up with any ideas."</p> | | | |

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| | <p>DSP #2 was interviewed on 4/6/21 at 2:56 pm and stated, "[Client #18] is usually asleep in bed. I don't know what his goals are."</p> <p>RM #3 was interviewed on 4/6/21 at 2:24 pm and stated, "[Client #18] is supposed to brush his teeth and shower every day. He has a laundry goal. He's supposed to go on van rides and learn how to get to places."</p> <p>Client #18's record was reviewed on 4/6/21 at 3:16 pm. Client #18's ISP dated 10/9/20 indicated the following: "Needs: Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application.</p> | | | |

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| | <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly.</p> <p>Client #18's ISP indicated goals in the following areas: Self- medication administration, oral hygiene, cooking, laundry, cleaning his bedroom, bathing, coping skills, recognizing personal space and reporting abuse and neglect.</p> <p>4. On 4/5/21 at 1:30 pm, client #19 was running through the hallways and jumping up and down. DSP #13 was running behind client #19, attempting to keep up with him. At 1:49 pm, client #19 ran toward the kitchen. DSP #13 ran next to client #19 and blocked him from entering the kitchen. At 1:55 pm, client #19 attempted to go into the laundry room. DSP #13 stated, "You can't go in there. We can't have you drinking soap." Client #19 continued to hop, walk, and job throughout the group home until the end of the observation period at 2:45 pm.</p> <p>On 4/5/21 at 4:20 pm, client #19 was sitting on a sofa in the day room. Client #19's 1 to 1 staff was standing next to him. Client #19 sat on the sofa until the evening meal was served at 6:00 pm.</p> <p>On 4/6/21 at 7:30 am, client #19 was lying in his bed and appeared to be sleeping. At 8:48 am, client #19 sat down at a dining table. Client #19's shirt was inside out and backwards. The tag</p> | | | |

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| | <p>was visible under his chin. Staff did not prompt client #19 to turn his shirt around. DSP #2 brought client #19 two single serve containers of cereal with milk and Pop-Tarts. Client #19 was turned parallel to the table. As client #19 ate, he chewed with his mouth open. Cereal and milk fell out of his mouth and onto his clothing and the floor. DSP #2 did not prompt client #19 to turn toward the table or to chew with his mouth closed. DSP #2 broke Pop-Tarts into large pieces and handed them to client #19 one at a time. Throughout the meal, DSP #2 did not speak to client #19 or use gestures or signs to communicate with him. At 8:55 am, client #19 finished his breakfast and went into his bedroom. At 9:04 am, client #19 walked into the day room. Client #19's hooded sweatshirt was backwards with the hood under his chin. Staff did not prompt client #19 to turn his sweatshirt around.</p> <p>DSP #7 was interviewed on 4/5/21 at 5:04 pm and stated, "[Client #19] likes to go on walks outside. He watches videos on his tablet. He used to go to the gym, but he's lost interest."</p> <p>DSP #5 was interviewed on 4/5/21 at 5:10 pm and stated, "[Client #19] likes walks. He is non verbal, so he can't tell us what he likes to do. He mostly just wanders around."</p> <p>DSP #15 was interviewed on 4/6/21 at 7:55 am and stated, "I'm fluent in sign language. We're trying to work on sign language with [client #19]. He can talk, but he chooses not to. He won't sit and do activities. We have to make everything a game for him. We're mostly trying to get him to communicate."</p> <p>DSP #3 was interviewed on 4/6/21 at 8:36 am and stated, "I can't think of any goals for [client</p> | | | |

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| | <p>#19]. I haven't worked on any sign language with him. When I'm his assigned staff, I just try to keep up with wherever he goes."</p> <p>DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "[Client #19] wears briefs. They ordered special boxers for him. They still get wet, so I'm not sure what the purpose of those is. He doesn't wear a singlet, but I wonder if that would be beneficial. He rips the brief out of his pants and walks around with it. He can also take his pants off very quickly. A singlet would stop both of those. Sometimes, I put his jeans on backwards, so he can't get them off as quickly."</p> <p>Client #19's record was reviewed on 4/6/21 at 11:48 am. Client #19's ISP dated 11/13/20 indicated the following:</p> <p>"Needs:</p> <ul style="list-style-type: none"> Needs to improve money skills. Needs to initiate own activities. Needs assistance while toileting. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. | | | |

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| | <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly."</p> <p>Client #19's ISP indicated goals in the following areas: Self-medication administration, dental hygiene, using utensils while eating, laundry, bathing, coping skills, social interaction, sign language and reporting abuse and neglect.</p> <p>DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "It's very loud in here. It can get to some of them. It can be a factor for [client #20] and cause a behavior. It's a trigger for [client #4]. Noise and chaos isn't good for learning. They can't hear us when we prompt them. They can't hear when we tell them they're doing well. They get upset." DSP #13 stated, "[Client #16] had surgery on one of his ears in the fall. Since his surgery, he's sensitive to the noise. That's why he stays in his room." DSP #13 stated, "A lot of [the clients] will sleep in their clothing. Very few of them sleep in pajamas or clothes only for sleeping. Many of them sleep in jeans, belts, and shoes. A lot of the time, when I come to work in the morning, they're still wearing the same clothes from the day before." DSP #13 stated, "I get bored sitting in here all day with nothing to</p> | | | |

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| | <p>do."</p> <p>Custodian #1 was interviewed on 4/7/21 at 10:00 am and stated, "It is loud in here. When it gets really bad, [client #20] freaks out. He flips the tables. They can't focus on doing things with all of the noise. They can't hear what's going on. [Client #19] is the only one who goes outside or gets any exercise. They don't have activities for anyone else. They all just sleep all day. It's not good for them. I let them help me, so they have something to do. I prompt some of them to eat lunch when the support staff don't do it. It's actually a lot quieter in here with the surveyors than it usually is."</p> <p>B. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations, the following issues were noted:</p> <p>1) On 4/5/21 from 1:27 PM to 3:08 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/5/21 from 4:20 PM to 6:32 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in</p> | | | |

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| | <p>activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 from 7:25 AM to 9:07 AM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 from 10:23 AM to 12:05 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 from 2:18 PM to 3:00 PM, client #3 sat on the front porch. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without</p> | | | |

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| | <p>an activity to engage in.</p> <p>On 4/7/21 from 9:18 AM to 10:26 AM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. Client #3's 12/18/20 Individual Support Plan (ISP) indicated client #3 had the following needs:</p> <ul style="list-style-type: none"> Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. | | | |

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| | <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly.</p> <p>The ISP indicated his formal goals included preparing his sippy cup, naming two of his medications of his choice with the nurse, doing his laundry on his scheduled day, making change up to \$20 with staff, identifying important community locations, bathing daily, demonstrating with staff appropriate ways to cope with anxiety and/or stress, discussing with staff his safety protocol to prevent falls twice daily, wearing his leg braces daily for a minimum of 12 hours, using his sippy cup during meals, and wearing his glasses daily.</p> <p>Client #3's 10/26/20 active treatment schedule indicated he should have been engaged or prompted to engage in the following activities during the observations: room clean up, life skills road trip, meal preparation, clean up from lunch, life skills activity at the facility, recreation activity, library/computer/recreation room activity, physical life skill activity, meal preparation for dinner, clean up from dinner, and recreation time.</p> <p>2) On 4/5/21 from 1:27 PM to 3:08 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client</p> | | | |

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| | <p>#20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/5/21 from 4:20 PM to 6:32 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 7:25 AM to 9:07 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 10:23 AM to 12:05 PM, client #20 was on a dental appointment. He returned to the facility at 11:12 AM. He went straight to his bedroom. Staff #9 stated, "that's a plus" meaning client #20 did not engage in physical aggression prior to going to his room. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 2:18 PM to 3:00 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/7/21 from 9:18 AM to 10:26 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in</p> | | | |

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| | <p>activities by the staff working in the facility.</p> <p>During the observations at the facility, client #20 was in his bedroom with no activities to engage in. Client #20 did not have a radio, television, computer, phone, board games, craft activities or anything else to occupy his time. Client #20 exited his room his meals, snacks and medications. He immediately returned to his bedroom after eating or receiving his medications. Client #20 did not engage in active treatment. Client #20 was not offered active treatment activities to participate in. Client #20's peers moved away from him when he entered the common area to eat. At 4/6/21 at 2:48 PM, client #20 went to the dining room for a snack. Client #20 sat at a table away from his peers.</p> <p>On 4/7/21 at 10:36 AM, a focused review of client #20's record was conducted. Client #20's 1/19/21 ISP indicated, "[Client #20] has been referred to the ICF (intermediate care facility) due to the on-going need for training in areas of self-regulation skills, coping skills, social skills, and independent living skills. [Client #20] is capable of ambulating on his on without assistance. [Client #20] is non-verbal, but can point at the things that he is interested in. He has mixed success with the use of pictures for communication. He relies on schedules to be in place so that he can have expectations as to what will happen during the day. Knowing what to anticipate will help him cope and adjust to the routine... He works best when he has a consistent routine and benefits from a structured environment...." The ISP indicated client #20 had the following needs: Needs to improve money skills. Needs to initiate own activities.</p> | | | |

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| | <p>Needs assistance to schedule and keep appointments.</p> <p>Needs supervision.</p> <p>Needs to use appropriate tone of voice when speaking.</p> <p>Needs to improve leisure skills.</p> <p>Needs to improve cooking skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve kitchen safety skills.</p> <p>Needs to learn shopping skills.</p> <p>Needs to improve communication skills.</p> <p>Needs to improve socialization skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn to use postal services.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly.</p> <p>The ISP indicated his formal goals included taking his medications, brushing his teeth in an up and down motion, doing his laundry on his scheduled day, bathing daily, and demonstrating with staff appropriate ways to cope with anxiety and/or stress.</p> | | | |

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| | <p>Client #20's 1/19/21 active treatment schedule indicated he should have been engaged or prompted to engage in the following activities during the observations: room clean up, life skills road trip, meal preparation, clean up from lunch, life skills activity at the facility, recreation activity, library/computer/recreation room activity, physical life skill activity, meal preparation for dinner, clean up from dinner, and recreation time.</p> <p>On 4/6/21 at 7:41 AM, client #8 stated to the surveyor, "you need to watch your back" when client #20 entered the common area for breakfast. Client #8 asked staff #9 if what he said was true. Staff #9 agreed with client #8.</p> <p>On 4/6/21 at 2:30 PM, staff #2 indicated client #20 was in his bedroom. Staff #2 indicated client #20 would come out when he wanted to. She stated client #20 "does not join groups. Stays in his room." She stated after client #20 hit staff #9 after being asked to take his medications, "Don't prompt anymore. Don't want to agitate him."</p> <p>On 4/6/21 at 2:37 PM, Residential Manager (RM) #3 indicated the staff attempted to get client #20 involved. RM #3 stated "Staff are scared of him... Rarely joins group. Stays in his room."</p> <p>On 4/6/21 at 2:42 PM, staff #13 indicated client #20 exited his bedroom for meals and medications. Staff #13 stated, "Other than that he stays in his room... We try."</p> <p>On 4/6/21 at 2:56 PM, staff #5 indicated client #20 came to have a snack after she prompted him. Staff #5 indicated his participation in</p> | | | |

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| | <p>snacks depended on his mood. Staff #5 indicated she was not sure if client #20 had a plan to engage him in active treatment.</p> <p>On 4/6/21 at 3:47 PM, staff #9 indicated client #20 did not have a plan to get him out of his room. Staff #9 stated it "worries me having him around you (surveyors)... He needs to come out... I'm guilty of not taking the chance of him hurting someone." Staff #9 indicated he did not prompt client #9 to engage in activities with his peers due to his physical aggression. Staff #9 stated, "As a DSP (direct support professional), I'm struggling. Worried about his physical aggression." Staff #9 stated client #11 was "petrified" of client #20. Staff #9 stated client #11 asked staff #9, "You aren't going to let him hurt me, are you?" Staff #9 indicated clients #4 and #8 moved away from client #20 when he was present. Staff #9 stated client #5 was "scared of him." Staff #9 indicated there had been no major injuries from client #20's aggression. Staff #9 stated "one hit" and client #20's aggression was over.</p> <p>On 4/6/21 at 4:55 PM, Residential Manager (RM) #2 stated he "tried to get him (client #20) interacting" with others. Client #20 was prone to behaviors when there were loud noises in the common areas. RM #2 stated, "More prone to behavior with loud noises. Overactive environments cause issues." RM #2 stated client #20 did not "spend much time in common areas." RM #2 indicated he was not sure if client #20 had a goal for him to engage in activities out of his room. RM #2 indicated he was not aware of any of client #20's peers fear of him.</p> <p>On 4/6/21 at 5:27 PM, staff #14 indicated client #20 used to have a DVD player he listened to in</p> | | | |

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| | <p>his room. Staff #14 stated since the DVD player broke about 2 weeks ago, client #20 "had nothing to do right now. Lies in bed. He doesn't come out... He tends to be violent... There are clients afraid of him." Staff #14 stated client #20 "has nothing in his room. A bed, chair and bookcase." Staff #14 indicated she was not sure if client #20 had a goal to join group activities. Staff #14 indicated she was not sure what his goals included.</p> <p>On 4/7/21 at 10:42 AM, the Behavior Consultant (BC) stated client #20 "only leaves (his) room for meals and snacks." The BC stated the common areas at the facility were "too noisy" for client #20, causing him to flip tables, throw chairs and become physically aggressive toward others. The BC indicated when client #20 exited his room, he went to eat a meal or snack and then straight to the nurse's station for his medications. The BC indicated client #20 exhibited maladaptive behaviors during transitions. The BC indicated there were times his behaviors seemed to be noise related however there were other times when it did not seem to be noise related. The BC indicated client #20 did not exhibit antecedents to all of his behaviors. The BC stated client #20's peers "will move away when he enters... He's so unpredictable." The BC stated as far as engagement in active treatment, client #20 was "very limited." The BC indicated client #20 recently broke his DVD player in his room. The BC stated client #20 had</p> | | | |

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| | "no activities in his room... Nothing in his room. Nothing to do."On 4/7/21 at 1:38 PM, the Program Manager (PM) indicated the former Qualified Intellectual Disabilities Professional (QIDP) led a group of about 12-15 clients daily. The PM stated the facility was "at half of the staff we need. Staff are burned out. Not able to hire anyone." The PM indicated the clients were not going out. The PM stated there was "no joy left for the clients" due to the lack of community access. The PM stated a "big motivator was going out into the community." The PM indicated the Life Skills groups were still being conducted however there were fewer clients attending the groups. The PM stated the "staff should be engaging the clients." The PM stated the "lack of active treatment" was "due to the lack of QIDPs." The PM indicated there was no reason the clients could not take van rides. The PM stated the "clients should be going out to get their food."C. Observations were conducted at the facility on 4/5/21 from 1:29 PM to 3:08 PM, from 4:20 PM to 6:32 PM, 4/6/21 from 10:24 AM to 12:04 PM, from 2:15 PM to 3:02 PM and 4/7/21 from 10:37 AM to 11:20 AM. During the observations, the following issues were noted:1) On 4/5/21 from 1:29 PM to 3:08 PM, client #16 remained to himself and was lying in his bed. Client #16 was not prompted to engage in formal or informal active treatment | | | |

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| | <p>activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room in his bed with his television on. Client #16 stayed in his room and went without an activity other than his television to engage in. On 4/6/21 from 10:24 AM to 12:04 PM, client #16 finished eating a snack at 10:37 AM and returned to his room. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. At 10:49 AM, client #16 asked staff #13 for toothpaste. Staff #13 stated to client #16 she would assist him once someone else could "watch the day room". Client #16 returned to his room until 10:56 AM. At 10:56 AM, client #16 stepped into the hallway from his room and indicated client #8 was stuck inside his room. Client #16 and client #8's rooms were adjacent to one another. Client #16 used his shoulder and forced client #8's bedroom door open. Client #16 stood in the hallway and spoke with client #8, as client #8 thanked client #16 for opening his bedroom door. Client #16 then returned and stayed in his room without an activity other than his television to engage in. On 4/6/21 from 2:15 PM to 3:02 PM, client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16</p> | | | |

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| | <p>stayed in his room, in his bed with his television on. At 2:22 PM, staff #9 was asked about client #16's goals. Staff #9 stated, "do laundry, plugs for his ears". Staff #9 indicated client #16 required verbal prompting as staff support for completion of his goal and objectives. Staff #9 stated, "brushing his teeth with 2 or less". Staff #9 stated other goals for client #16 included "set the table twice a week" He wants to clean. He wants to clean up afterwards and earn his pizza party. They (client #16) can't do PA (physical aggression) or PD (property destruction), if they do anything like that they can't eat with the group...". Staff #9 was asked if client #16 would ever leave his room or the facility. Staff #9 stated, "Sometimes he goes out. We have to let him out (residential facility), but he can be trusted to go outside on his own". At 2:47 PM, client #16 continued to remain in his room. Client #16 was asked what he liked to do. Client #16 indicated he was on his phone trying to connect the Internet to his television. Staff #5 entered client #16's room and asked if he wanted to eat a snack. Client #16 declined to eat and staff #5 left his room. Client #16 was asked if he liked living at the facility. Client #16 stated, "It's my favorite place I've been at". Client #16 stated his time spent at juvenile school was "rough". Client #16 was asked what he enjoyed doing. Client #16 stated, "watching movies and this</p> | | | |

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| | <p>show about fire engines". Client #16 stated he had a weekly shot of "Haldol (treat psychotic disorders) every Thursday" and indicated the shots made him tired. Client #16 was asked if he ever got bored. Client #16 stated, "I got movies". Client #16 was asked if he went into the community or worked. Client #16 stated, "They tried to start a job in the community. My mom said don't start any fights and I can get out of here. I'm on the waiting list to get out of here". Client #16 indicated he spent time in his room to avoid conflict with others and jeopardizing his opportunity for moving. At 2:56 PM, staff #13 was seated in a chair watching the day room. Staff #13 was asked about client #16. Staff #13 stated, "He likes staying in his room" and indicated client #16 does not like loud noises. Staff #13 stated, "He stays away from his peers and situations he (client #16) wants to help us (staff) if someone is trying to hurt us. His shots make him tired. He likes spending time in his room watching TV (television)". On 4/7/21 from 10:37 AM to 11:20 AM, client #16 was in his room in his bed. Client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room without an activity to engage in. On 4/6/21 at 3:30 PM, a review of client #16's</p> | | | |

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| | record was conducted. Client #16's Individual Support Plan (ISP) dated 4/1/21 indicated the following needs:"Needs to improve money skills.Needs to initiate own activities.Needs assistance to schedule and keep appointments.Needs to use appropriate tone of voice when speaking.Needs to improve leisure skills.Needs to improve cooking skills.Needs to learn responsibility. Needs to improve kitchen safety skills.Needs to learn shopping skills.Needs to improve communication skills.Needs to improve socialization skills.Needs to learn responsibility.Needs to improve social skills.Needs to learn to use postal services.Needs to learn about welfare facilities.Needs to learn to use banking facilities.Needs to learn to budget money.Needs to improve social interaction.Needs to learn appropriate interaction with women.Needs to learn to fill out main items on an application.Needs to learn to initiate tasks.Needs to learn to perform a job requiring use of tools or machinery.Needs to learn to have active interest in a hobby.Needs to learn to initiate group activities.Needs to learn multiplication and division.Needs to improve adding and subtracting skills.Needs to improve how to use table ware correctly".The ISP indicated client #16's "Priority Objectives" as:"Self-Medication | | | |

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| | <p>SkillsOral Hygiene SkillsMeal PreparationDomestic SkillsHygiene SkillsEmotional RegulationSocial Interactions SkillsAdaptive Equipment (ear plugs) client's choice".Client #16's active treatment schedule dated 10/27/20 indicated the following schedule:"Saturday and Sunday: 6:00 am - sleep, 7:00 am - sleep, 8:00 am - AM hygiene and breakfast, 9:00 am - clean up and church (Sunday), 9:00 am - clean up and schedule review (Saturday), 10:00 am - life skills road trip, 11:00 am - leisure time, 12:00 pm - lunch and meds (medications), 1:00 pm - clean up and leisure time, 2:00 pm - community integration, 3:00 pm - community integration, 4:00 pm - physical life skill activity, 5:00 pm - meal prep (preparation) and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep.Monday, Tuesday, Wednesday, Thursday, and Friday - 6:00 am - sleep, 7:00 am - sleep, 8:00 am - am hygiene and breakfast, 9:00 am - room clean up, 10:00 am - life skills road trip, 11:00 am - leisure time Meal Prep, 12:00 pm - lunch meds and clean up, 1:00 pm - life skill activity on campus, 2:00 pm - recreation activity, 3:00 pm - library, computer, rec (recreation) room, 4:00 pm - physical life skill activity, 5:00 pm - meal prep and dinner, 6:00 pm -</p> | | | |

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| W 0227 Bldg. 00 | <p>clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep".On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM indicated the clients were not going out (community outings). The PM stated, "staff should be engaging the clients." The PM indicated a lack of active treatment could be a result of a lack of Qualified Intellectual Disabilities Professionals (QIDP's) involvement. The PM indicated the 2 previous QIDP's recently departed from the facility. The PM indicated there was no reason the clients could not take van rides. The PM stated the "clients should be going out to get their food." 483.440(c)(4)</p> <p>INDIVIDUAL PROGRAM PLAN</p> <p>The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.</p> <p>Based on observation, interview and record review for 1 additional client (#20), the facility failed to ensure client #20 had a plan to increase the time he spends out of his bedroom.</p> <p>Findings include:</p> <p>Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21</p> | W 0227 | All staff will be in-serviced on specifics related to each individuals program plan. All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities | 05/21/2021 |

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| | <p>from 9:18 AM to 10:26 AM. During the observations, the following issues were noted:</p> <p>On 4/5/21 from 1:27 PM to 3:08 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/5/21 from 4:20 PM to 6:32 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 7:25 AM to 9:07 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 10:23 AM to 12:05 PM, client #20 was on a dental appointment. He returned to the facility at 11:12 AM. He went straight to his bedroom. Staff #9 stated, "that's a plus" meaning client #20 did not engage in physical aggression prior to going to his room. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 2:18 PM to 3:00 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in</p> | | <p>for active treatment.</p> <p>In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass and dining and has met with the psychiatrist to adjust some medications.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans.</p> | |

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| | <p>activities by the staff working in the facility.</p> <p>On 4/7/21 from 9:18 AM to 10:26 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>During the observations at the facility, client #20 was in his bedroom with no activities to engage in. Client #20 did not have a radio, television, computer, phone, board games, craft activities or anything else to occupy his time. Client #20 exited his room his meals, snacks and medications. He immediately returned to his bedroom after eating or receiving his medications. Client #20 did not engage in active treatment. Client #20 was not offered active treatment activities to participate in. Client #20's peers moved away from him when he entered the common area to eat. At 4/6/21 at 2:48 PM, client #20 went to the dining room for a snack. Client #20 sat at a table away from his peers.</p> <p>On 4/7/21 at 10:36 AM, a focused review of client #20's record was conducted. Client #20's 1/19/21 ISP indicated, "[Client #20] has been referred to the ICF (intermediate care facility) due to the on-going need for training in areas of self-regulation skills, coping skills, social skills, and independent living skills. [Client #20] is capable of ambulating on his on without assistance. [Client #20] is non-verbal, but can point at the things that he is interested in. He has mixed success with the use of pictures for communication. He relies on schedules to be in place so that he can have expectations as to what will happen during the day. Knowing what to</p> | | | |

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| | <p>anticipate will help him cope and adjust to the routine... He works best when he has a consistent routine and benefits from a structured environment...." The ISP indicated client #20 had the following needs:</p> <ul style="list-style-type: none"> Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division. Needs to improve adding and subtracting skills. Needs to improve how to use table ware correctly. | | | |

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| | <p>The ISP indicated his formal goals included taking his medications, brushing his teeth in an up and down motion, doing his laundry on his scheduled day, bathing daily, and demonstrating with staff appropriate ways to cope with anxiety and/or stress.</p> <p>On 4/6/21 at 2:56 PM, staff #5 indicated client #20 came to have a snack after she prompted him. Staff #5 indicated his participation in snacks depended on his mood. Staff #5 indicated she was not sure if client #20 had a plan to engage him in active treatment.</p> <p>On 4/6/21 at 3:47 PM, staff #9 indicated client #20 did not have a plan to get him out of his room. Staff #9 stated it "worries me having him around you (surveyors)... He needs to come out... I'm guilty of not taking the chance of him hurting someone." Staff #9 indicated he did not prompt client #9 to engage in activities with his peers due to his physical aggression. Staff #9 stated, "As a DSP (direct support professional), I'm struggling. Worried about his physical aggression."</p> <p>On 4/6/21 at 4:55 PM, Residential Manager (RM) #2 stated he "tried to get him (client #20) interacting" with others. Client #20 was prone to behaviors when there were loud noises in the common areas. RM #2 stated, "More prone to behavior with loud noises. Overactive environments cause issues." RM #2 stated client #20 did not "spend much time in common areas." RM #2 indicated he was not sure if client #20 had a goal for him to engage in activities out of his room.</p> <p>On 4/6/21 at 5:27 PM, staff #14 indicated client #20 used to have a DVD player he listened to in</p> | | | |

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| | <p>his room. Staff #14 stated since the DVD player broke about 2 weeks ago, client #20 "had nothing to do right now. Lies in bed. He doesn't come out..." Staff #14 stated client #20 "has nothing in his room. A bed, chair and bookcase." Staff #14 indicated she was not sure if client #20 had a goal to join group activities.</p> <p>On 4/7/21 at 10:42 AM, the Behavior Consultant (BC) stated client #20 "only leaves (his) room for meals and snacks." The BC stated the common areas at the facility were "too noisy" for client #20, causing him to flip tables, throw chairs and become physically aggressive toward others. The BC indicated when client #20 exited his room, he went to eat a meal or snack and then straight to the nurse's station for his medications. The BC indicated client #20 exhibited maladaptive behaviors during transitions. The BC indicated there were times his behaviors seemed to be noise related however there were other times when it did not seem to be noise related. The BC indicated client #20 did not exhibit antecedents to all of his behaviors. The BC stated client #20's peers "will move away when he enters... He's so unpredictable." The BC stated as far as engagement in active treatment, client #20 was "very limited." The BC indicated client #20 recently broke his DVD player in his room. The BC stated client #20 had "no activities in his room... Nothing in his room. Nothing to do." On 4/7/21 at 12:38 PM, the BC indicated she was unable to find a motivator for client #20. The BC stated client #20 "needs a plan" to address the amount of time he spent in his bedroom due to he "doesn't come out."</p> <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) indicated client #20 did not have a plan to address spending all day in his bedroom. The PM</p> | | | |

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| W 0249 Bldg. 00 | <p>stated the facility was "trying to maintain him." The PM stated client #20 "needs a goal at some point."</p> <p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>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.</p> <p>Based on observation, record review and interview for 2 of 4 clients in the sample (#3 and #4) and 6 additional clients (#5, #15, #16, #17, #19 and #20), the facility failed to ensure clients #3, #4, #5, #15, #16, #17, #19 and #20's programs were implemented during opportunities.</p> <p>Findings include:</p> <p>A. 1) On 4/5/21 from 4:20 PM to 6:32 AM, an observation was conducted at the facility. At 6:12 PM, the clients' food was brought out of the kitchen and placed on tables. The food was separated into serving bowls. Staff #7 served clients #3, #4, #5, #15, #17 and #20's dinner (potatoes, ham, broccoli and a piece of bread). At 6:18 PM, staff #7 served client #19's dinner. At 6:23 PM, clients #3 and #5 were waiting for staff #7 to cut up their food in order to start eating dinner.</p> <p>Clients #3, #4, #5, #7, #15, #17, and #20 were not asked, prompted or provided the opportunity to serve themselves from the serving bowls.</p> | W 0249 | <p>All clients receive continuous active treatment.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged</p> <p>All staff will be in-serviced on specifics related to each individuals program plan.</p> <p>All staff will be in-serviced on family style dining. This will include encouraging individuals to participate in ISP goals as relates to meals and actively participating in the meal time process.</p> <p>All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to</p> | 05/21/2021 |

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| | <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) indicated the meals should be "family style." The PM stated the clients "should serve themselves."</p> <p>2) On 4/5/21 from 1:27 PM to 3:08 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/5/21 from 4:20 PM to 6:32 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 from 7:25 AM to 9:07 AM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> | | <p>participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment.</p> <p>Two times per day, for at least 60 days, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans including dietary and mealtime goals as well as family style dining.</p> <p>Individuals who are eligible to begin outside day service are already scheduled, or in the process of doing so.</p> <p>For individuals who are not eligible to go to outside day service, the facility will ensure that no fewer than two life skills class opportunities are scheduled and made available to all individuals living in the facility.</p> <p>Facility staff (PM, RM or BC) will conduct individual meetings with each client to discuss wants and needs in regards to accessing the community. These will be notated in an IDT meeting and incorporated into their program plans. Regular community outings have been re-instated prior to this correction date. All individuals will participate in community outings and also in workshop or day treatment as</p> | |

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| | <p>On 4/6/21 from 10:23 AM to 12:05 PM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 from 2:18 PM to 3:00 PM, client #3 sat on the front porch. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/7/21 from 9:18 AM to 10:26 AM, client #3 was hanging out in the living room. Client #3 was not prompted to engage in formal or informal active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>During the observations at the facility, client #3's goal and training objectives were not implemented.</p> | | <p>warranted in the individual program plan. Outings will be scheduled and documented each day by the DSP staff and Residential Managers. These outings will be reviewed by the Program Manager to ensure completion and will be recorded on the monthly and quarterly reviews. In regard specifically to client #20 – the IDT will meet to discuss proactive ways in which to acclimate him to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number 20 including adding noise cancelling headphones, allowing him alternative times for med pass and dining, and has met with the psychiatrist to adjust some medications.</p> <p>All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> | |

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| | <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. Client #3's 12/18/20 Individual Support Plan (ISP) indicated client #3 had the following needs:</p> <ul style="list-style-type: none"> Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division. Needs to improve adding and subtracting skills. Needs to improve how to use table ware correctly. <p>The ISP indicated his formal goals included preparing his sippy cup, naming two of his</p> | | <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well fitting clothing.</p> | |

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| | <p>medications of his choice with the nurse, doing his laundry on his scheduled day, making change up to \$20 with staff, identifying important community locations, bathing daily, demonstrating with staff appropriate ways to cope with anxiety and/or stress, discussing with staff his safety protocol to prevent falls twice daily, wearing his leg braces daily for a minimum of 12 hours, using his sippy cup during meals, and wearing his glasses daily.</p> <p>3) On 4/5/21 from 1:27 PM to 3:08 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/5/21 from 4:20 PM to 6:32 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 7:25 AM to 9:07 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 10:23 AM to 12:05 PM, client #20 was on a dental appointment. He returned to the facility at 11:12 AM. He went straight to his bedroom. Staff #9 stated, "that's a plus" meaning client #20 did not engage in physical aggression prior to going to his room. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered</p> | | | |

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| | <p>to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/6/21 from 2:18 PM to 3:00 PM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>On 4/7/21 from 9:18 AM to 10:26 AM, client #20 was in his room during the observation. Client #20 was not prompted to engage in formal or informal active treatment activities. Client #20 was not offered to prompted to engage in activities by the staff working in the facility.</p> <p>During the observations at the facility, client #20 was in his bedroom with no activities to engage in. Client #20 did not have a radio, television, computer, phone, board games, craft activities or anything else to occupy his time. Client #20 exited his room his meals, snacks and medications. He immediately returned to his bedroom after eating or receiving his medications. Client #20 did not engage in active treatment. Client #20 was not offered active treatment activities to participate in. Client #20's peers moved away from him when he entered the common area to eat. At 4/6/21 at 2:48 PM, client #20 went to the dining room for a snack. Client #20 sat at a table away from his peers.</p> <p>On 4/7/21 at 10:36 AM, a focused review of client #20's record was conducted. Client #20's 1/19/21 ISP indicated, "[Client #20] has been referred to the ICF (intermediate care facility) due to the on-going need for training in areas of self-regulation skills, coping skills, social skills,</p> | | | |

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| | <p>and independent living skills. [Client #20] is capable of ambulating on his on without assistance. [Client #20] is non-verbal, but can point at the things that he is interested in. He has mixed success with the use of pictures for communication. He relies on schedules to be in place so that he can have expectations as to what will happen during the day. Knowing what to anticipate will help him cope and adjust to the routine... He works best when he has a consistent routine and benefits from a structured environment...." The ISP indicated client #20 had the following needs:</p> <ul style="list-style-type: none"> Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of | | | |

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| | <p>tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly.</p> <p>The ISP indicated his formal goals included taking his medications, brushing his teeth in an up and down motion, doing his laundry on his scheduled day, bathing daily, and demonstrating with staff appropriate ways to cope with anxiety and/or stress.</p> <p>During the observations at the facility, client #20's goal and training objectives were not implemented.</p> <p>On 4/6/21 at 2:30 PM, staff #2 indicated client #20 was in his bedroom. Staff #2 indicated client #20 would come out when he wanted to. She stated client #20 "does not join groups. Stays in his room." She stated after client #20 hit staff #9 after being asked to take his medications, "Don't prompt anymore. Don't want to agitate him."</p> <p>On 4/6/21 at 2:37 PM, Residential Manager (RM) #3 indicated the staff attempted to get client #20 involved. RM #3 stated "Staff are scared of him... Rarely joins group. Stays in his room."</p> <p>On 4/6/21 at 2:42 PM, staff #13 indicated client #20 exited his bedroom for meals and medications. Staff #13 stated, "Other than that he stays in his room... We try."</p> <p>On 4/6/21 at 2:56 PM, staff #5 indicated client</p> | | | |

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| | <p>#20 came to have a snack after she prompted him. Staff #5 indicated his participation in snacks depended on his mood.</p> <p>On 4/6/21 at 3:47 PM, staff #9 stated it "worries me having him around you (surveyors)... He needs to come out (of his room)... I'm guilty of not taking the chance of him hurting someone." Staff #9 indicated he did not prompt client #20 to engage in activities with his peers due to his physical aggression. Staff #9 stated, "As a DSP (direct support professional), I'm struggling. Worried about his physical aggression."</p> <p>On 4/6/21 at 4:55 PM, Residential Manager (RM) #2 stated he "tried to get him (client #20) interacting" with others. Client #20 was prone to behaviors when there were loud noises in the common areas. RM #2 stated, "More prone to behavior with loud noises. Overactive environments cause issues." RM #2 stated client #20 did not "spend much time in common areas."</p> <p>On 4/6/21 at 5:27 PM, staff #14 indicated client #20 used to have a DVD player he listened to in his room. Staff #14 stated since the DVD player broke about 2 weeks ago, client #20 "had nothing to do right now. Lies in bed. He doesn't come out... He tends to be violent... There are clients afraid of him." Staff #14 stated client #20 "has nothing in his room. A bed, chair and bookcase."</p> <p>On 4/7/21 at 10:42 AM, the Behavior Consultant (BC) stated client #20 "only leaves (his) room for meals and snacks." The BC stated the common areas at the facility were "too noisy" for client #20, causing him to flip tables, throw chairs and become physically aggressive toward others. The BC indicated when client #20 exited his room, he went to eat a meal or snack and then</p> | | | |

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| | <p>straight to the nurse's station for his medications. The BC indicated client #20 exhibited maladaptive behaviors during transitions. The BC indicated there were times his behaviors seemed to be noise related however there were other times when it did not seem to be noise related. The BC stated as far as engagement in active treatment, client #20 was "very limited." The BC indicated client #20 recently broke his DVD player in his room. The BC stated client #20 had "no activities in his room... Nothing in his room. Nothing to do."</p> <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) stated "every moment is a teachable moment." The PM indicated the clients' goals should be implemented and could be completed anytime.</p> <p>B. Observations were conducted at the facility on 4/5/21 from 1:29 PM to 3:08 PM, from 4:20 PM to 6:32 PM, 4/6/21 from 10:24 AM to 12:04 PM, from 2:15 PM to 3:02 PM and 4/7/21 from 10:37 AM to 11:20 AM. During the observations, the following issues were noted:</p> <p>1) On 4/5/21 from 1:29 PM to 3:08 PM, client #16 remained to himself and was lying in his bed. Client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room in his bed with his television on. Client #16 stayed in his room and went without an activity other than his television to engage in.</p> <p>On 4/6/21 from 10:24 AM to 12:04 PM, client #16 finished eating a snack at 10:37 AM and</p> | | | |

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| | <p>returned to his room. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. At 10:49 AM, client #16 asked staff #13 for toothpaste. Staff #13 stated to client #16 she would assist him once someone else could "watch the day room". Client #16 returned to his room until 10:56 AM. At 10:56 AM, client #16 stepped into the hallway from his room and indicated client #8 was stuck inside his room. Client #16 and client #8's rooms were adjacent to one another. Client #16 used his shoulder and forced client #8's bedroom door open. Client #16 stood in the hallway and spoke with client #8, as client #8 thanked client #16 for opening his bedroom door. Client #16 then returned and stayed in his room without an activity other than his television to engage in.</p> <p>On 4/6/21 from 2:15 PM to 3:02 PM, client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room, in his bed with his television on. At 2:22 PM, staff #9 was asked about client #16's goals. Staff #9 stated, "do laundry, plugs for his ears". Staff #9 indicated client #16 required verbal prompting as staff support for completion of his goal and objectives. Staff #9 stated, "brushing his teeth with 2 or less". Staff #9 stated other goals for client #16 included "set the table twice a week" He wants to clean. He wants to clean up afterwards and earn his pizza party. They (client #16) can't do PA (physical aggression) or PD (property destruction), if they do anything like that they can't eat with the group...". Staff #9 was asked if client #16 would ever leave his room or the facility. Staff #9 stated, "Sometimes he goes out. We have to let him out (residential facility),</p> | | | |

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| | <p>but he can be trusted to go outside on his own".</p> <p>At 2:47 PM, client #16 continued to remain in his room. Client #16 was asked what he liked to do. Client #16 indicated he was on his phone trying to connect the Internet to his television. Staff #5 entered client #16's room and asked if he wanted to eat a snack. Client #16 declined to eat and staff #5 left his room. Client #16 was asked if he liked living at the facility. Client #16 stated, "It's my favorite place I've been at". Client #16 stated his time spent at juvenile school was "rough". Client #16 was asked what he enjoyed doing. Client #16 stated, "watching movies and this show about fire engines". Client #16 stated he had a weekly shot of "Haldol (treat psychotic disorders) every Thursday" and indicated the shots made him tired. Client #16 was asked if he ever got bored. Client #16 stated, "I got movies". Client #16 was asked if he went into the community or worked. Client #16 stated, "They tried to start a job in the community. My mom said don't start any fights and I can get out of here. I'm on the waiting list to get out of here". Client #16 indicated he spent time in his room to avoid conflict with others and jeopardizing his opportunity for moving. At 2:56 PM, staff #13 was seated in a chair watching the day room. Staff #13 was asked about client #16. Staff #13 stated, "He likes staying in his room" and indicated client #16 does not like loud noises. Staff #13 stated, "He stays away from his peers and situations he (client #16) wants to help us (staff) if someone is trying to hurt us. His shots make him tired. He likes spending time in his room watching TV (television)".</p> <p>On 4/7/21 from 10:37 AM to 11:20 AM, client #16 was in his room in his bed. Client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not</p> | | | |

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| | <p>offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room without an activity to engage in.</p> <p>On 4/6/21 at 3:30 PM, a review of client #16's record was conducted. Client #16's Individual Support Plan (ISP) dated 4/1/21 indicated the following needs:</p> <ul style="list-style-type: none"> "Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division. Needs to improve adding and subtracting skills. | | | |

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| | <p>Needs to improve how to use table ware correctly".</p> <p>The ISP indicated client #16's "Priority Objectives" as: "Self-Medication Skills Oral Hygiene Skills Meal Preparation Domestic Skills Hygiene Skills Emotional Regulation Social Interactions Skills Adaptive Equipment (ear plugs) client's choice".</p> <p>Client #16's active treatment schedule dated 10/27/20 indicated the following schedule: "Saturday and Sunday: 6:00 am - sleep, 7:00 am - sleep, 8:00 am - AM hygiene and breakfast, 9:00 am - clean up and church (Sunday), 9:00 am - clean up and schedule review (Saturday), 10:00 am - life skills road trip, 11:00 am - leisure time, 12:00 pm - lunch and meds (medications), 1:00 pm - clean up and leisure time, 2:00 pm - community integration, 3:00 pm - community integration, 4:00 pm - physical life skill activity, 5:00 pm - meal prep (preparation) and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep. Monday, Tuesday, Wednesday, Thursday, and Friday - 6:00 am - sleep, 7:00 am - sleep, 8:00 am - am hygiene and breakfast, 9:00 am - room clean up, 10:00 am - life skills road trip, 11:00 am - leisure time Meal Prep, 12:00 pm - lunch meds and clean up, 1:00 pm - life skill activity on campus, 2:00 pm - recreation activity, 3:00 pm - library, computer, rec (recreation) room, 4:00 pm - physical life skill activity, 5:00 pm - meal prep and dinner, 6:00 pm - clean up and goals,</p> | | | |

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| | <p>7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep".</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM indicated community outings had recently started back up and stated on "the 6th". The PM was asked about staff encouragement for the participation in active treatment activities. The PM stated, "Every moment is a teachable moment. Goals can be done at any time. Staff should be engaging the clients". The PM indicated a lack of active treatment could be a result of a lack of Qualified Intellectual Disabilities Professionals (QIDP's) involvement. The PM stated the 2 previous QIDP's recently departed from the facility's employment in the month of "February" and the second QIDP's last day was on "3/19/21". The PM indicated further review of the implementation of the client active treatment was needed.</p> <p>C. Observations were conducted in the facility on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #10, #18, and #19 were present in the facility for the duration of the observation period.</p> <p>1. On 4/5/21 at 1:30 pm, client #1 was outside throwing a football. Direct Support Professional (DSP) #9 was seated in a chair on an outdoor patio. 6 other clients were sitting in chairs or lying on the concrete. At 1:53 pm, client #1 was throwing a football. DSP #9 stated, "I'm warning you. If a ball hits up here. Just come and sit</p> | | | |

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| | <p>down." Client #1 continued throwing the football. At 2:44 pm, client #1 was lying on a mattress on the floor of his bedroom. There were no sheets on the mattress. Client #1 was playing video games on a television sitting on the floor at the foot of the mattress.</p> <p>On 4/5/21 at 4:48 pm, client #1 went into the kitchen and put on gloves. Client #1 helped prepare the evening meal. Staff answered client #1's questions about how to prepare the different foods. At 5:10 pm, client #1 went to sit in the day room. At 6:01 pm, there was an announcement for all clients to wash their hands. Client #1 went to the table and sat down. Client #1 was served ham, potatoes, and a slice of bread. Client #1 refused broccoli. Staff did not prompt client #1 to serve himself.</p> <p>On 4/6/21 at 7:30 am, client #1 was in his bedroom with the door shut. At 8:58 am, client #1 came out of his room and went into the kitchen. Client #1 got Pop-Tarts and sat at a dining table to eat. Client #1 was wearing the same clothing as the day before.</p> <p>Client #1 was interviewed on 4/6/21 at 2:38 pm and stated, "I've been in bed all day. I got up for breakfast and lunch. Staff didn't ask me to go to life skills. I haven't been sleeping, I've been on [social media] all day. They didn't ask me to take a shower or brush my teeth. I'll probably do that on 2nd shift. I'm not sure when I last changed my clothes. I've been wearing this for a while."</p> <p>Direct Support Professional (DSP) #2 was interviewed on 4/6/21 at 2:56 pm. DSP #2 was not able to identify any of client #1's goals or objectives.</p> | | | |

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| | <p>Residential Manager (RM) #3 was interviewed on 4/6/21 at 9:15 am and stated, "I was trained on [client #1's] goals. He's supposed to shower daily, do his laundry, and brush his teeth. He'll start working soon. We have life skills at 9:30 am and 3:00 pm, but he doesn't usually go."</p> <p>Client #1's record was reviewed on 4/6/21 at 10:08 am. Client #1's Individual Support Plan (ISP) dated 8/31/20 indicated the following: "Needs: Needs to improve money skills. Needs assistance to schedule and keep appointments. Needs supervision. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to improve social interaction with peers. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division.</p> | | | | |

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| | <p>Needs to improve adding and subtracting skills. Needs to improve how to use tableware correctly."</p> <p>Client #1's record indicated ISP goals and objectives in the following areas: Self-medication administration, oral hygiene, laundry, bathing, coping skills, community awareness, social interaction, physical activity, and cooking.</p> <p>2. On 4/5/21 at 1:30 pm, client #10 was in his bedroom with the door shut. Client #10 remained in his room throughout the observation period ending at 2:45 pm on 4/5/21. Staff did not attempt to engage client #10 in activities.</p> <p>On 4/5/21 at 4:20 pm, client #10 was in his bedroom with the door shut. At 6:01 pm, there was an announcement for clients to wash their hands for dinner. Client #10 came out of his bedroom and sat at a dining table. Client #10 was served ham, potatoes, broccoli, and bread. Staff did not prompt client #10 to serve himself. After his evening meal, client #10 returned to his bedroom and shut the door and remained there until the end of the observation period at 6:30 pm.</p> <p>On 4/6/21 at 7:30 am, client #10 was in his bedroom with the door shut. At 8:13 am, staff prompted client #10 to take his medication. Client #10 was wearing the same jean shorts and tie dye t-shirt he wore the previous afternoon and evening. At 8:17 am, client #10 was seated at a dining table eating oatmeal and Pop-Tarts. Client #10 stated, "I'm going back to bed after breakfast. I'm still wearing the same clothes as yesterday. I'll change when I take a shower. I slept in my jeans. I didn't even take off my belt or shoes."</p> | | | |

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| | <p>After breakfast, client #10 returned to his bedroom with the door shut. He remained there until the end of the observation period at 9:00 am.</p> <p>On 4/6/21 at 2:41 pm, client #10 was in his bedroom with the door shut. Client #10 stated, "I've been sleeping all day. I slept through lunch. I don't know if staff tried to wake me up for life skills or lunch. I was sleeping."</p> <p>- Throughout the observation periods, staff did not make attempts to engage client #10 in any activities.</p> <p>Client #10 was interviewed on 4/5/21 at 6:28 pm and stated, "I just sleep and watch TV (television) all day. There's nothing to do with the workshop closed. I'm waiting for that to open, so I can get some money. Staff don't have activities for me to do."</p> <p>DSP #2 was interviewed on 4/6/21 at 2:56 pm and stated, "I don't know what goals [client #10] is supposed to be working on."</p> <p>RM #3 was interviewed on 4/6/21 at 2:24 pm and stated, "[Client #10] doesn't need to be prompted for his goals. He just let's us know when he's finished something. He's usually in his bedroom."</p> <p>Client #10's record was reviewed on 4/6/21 at 3:22 pm. Client #10's ISP dated 12/8/20 indicated the following: "Needs: Needs to improve money skills. Needs to learn how to structure time and activities. Needs to initiate own activities.</p> | | | |

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| | <p>Needs assistance to schedule and keep appointments.</p> <p>Needs supervision.</p> <p>Needs to use appropriate tone of voice when speaking.</p> <p>Needs to improve leisure skills.</p> <p>Needs to improve cooking skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve kitchen safety skills.</p> <p>Needs to improve basic education skills.</p> <p>Needs to improve vocational skills.</p> <p>Needs to learn shopping skills.</p> <p>Needs to improve communication skills.</p> <p>Needs to improve socialization skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to learn oral hygiene skills.</p> <p>Needs to learn pedestrian safety skills.</p> <p>Needs to learn money management skills.</p> <p>Needs to learn hygiene skills.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Need improvement in Reporting Abuse Skills.</p> <p>Need improvement in Adaptive Equipment Skills.</p> <p>Needs to improve sexual responsibility.</p> <p>Needs to improve safe electronic skills."</p> | | | |

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| | <p>Client #10's ISP indicated goals in the following areas: Self-medication administration, oral hygiene, laundry, bathing, coping skills, cooking, community awareness, and money management.</p> <p>3. On 4/5/21 at 1:30 pm, client #18 was in his bedroom with the door shut and remained there until the end of the observation period at 2:45 pm.</p> <p>On 4/5/21 at 4:20 pm, client #18 was in his bedroom with the door shut. At 6:01 pm, there was an announcement for clients to wash their hands for dinner. Client #18 came out of his bedroom and sat at a dining table. Client #18 was served ham, potatoes, broccoli, and bread. Staff did not prompt client #18 to serve himself. After his evening meal, client #18 returned to his bedroom, shut the door, and remained there until the end of the observation period at 6:30 pm.</p> <p>On 4/6/21 at 7:39 am, client #18 was eating Pop-Tarts at a dining table. Client #18 was wearing the same yellow t-shirt he wore the day before. At 7:43 am, DSP #2 asked client #18 if he had brushed his teeth or washed his laundry. Client #18 stated, "Not yet. I want to wait." DSP #2 stated, "Let's do it now." Client #18 went into his bedroom to get his laundry.</p> <p>At 8:07 am, client #10 was in his bedroom with the door shut. where he remained until the end of the observation period at 9:00 am.</p> <p>Client #18 was interviewed on 4/6/21 at 7:39 am and stated, "I sleep most of the day. There's nothing else to do. Staff don't have anything planned for us. We can go to the gym, the library, or outside. We have to come up with an</p> | | | |

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| | <p>idea and ask staff to take us. They don't come up with any ideas."</p> <p>DSP #2 was interviewed on 4/6/21 at 2:56 pm and stated, "[Client #18] is usually asleep in bed. I don't know what his goals are."</p> <p>RM #3 was interviewed on 4/6/21 at 2:24 pm and stated, "[Client #18] is supposed to brush his teeth and shower every day. He has a laundry goal. He's supposed to go on van rides and learn how to get to places."Client #18's record was reviewed on 4/6/21 at 3:16 pm. Client #18's ISP dated 10/9/20 indicated the following:"Needs:Needs to improve money skills.Needs to initiate own activities.Needs assistance to schedule and keep appointments.Needs supervision.Needs to use appropriate tone of voice when speaking.Needs to improve leisure skills.Needs to improve cooking skills.Needs to learn responsibility.Needs to improve kitchen safety skills.Needs to learn shopping skills.Needs to improve communication skills.Needs to improve socialization skills.Needs to learn responsibility.Needs to improve social skills.Needs to learn to use postal services.Needs to learn about welfare facilities.Needs to learn to use banking facilities.Needs to learn to budget money.Needs to improve social interaction.Needs to learn appropriate interaction with women.Needs to learn to</p> | | | |

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| | <p>fill out main items on an application.Needs to learn to initiate tasks.Needs to learn to perform a job requiring use of tools or machinery.Needs to learn to have active interest in a hobby.Needs to learn to initiate group activities.Needs to learn multiplication and division.Needs to improve adding and subtracting skills.Needs to improve how to use table ware correctly.Client #18's ISP indicated goals in the following areas:Self- medication administration, oral hygiene, cooking, laundry, cleaning his bedroom, bathing, coping skills, recognizing personal space and reporting abuse and neglect, 4. On 4/5/21 at 1:30 pm, client #19 was running through the hallways and jumping up and down. DSP #13 was running behind client #19, attempting to keep up with him. At 1:49 pm, client #19 ran toward the kitchen. DSP #13 ran next to client #19 and blocked him from entering the kitchen. At 1:55 pm, client #19 attempted to go into the laundry room. DSP #13 stated, "You can't go in there. We can't have you drinking soap." Client #19 continued to hop, walk, and job throughout the group home until the end of the observation period at 2:45 pm.On 4/5/21 at 4:20 pm, client #19 was sitting on a sofa in the day room. Client #19's 1 to 1 staff was standing next to him. Client #19 sat on the sofa until the evening meal was served at 6:00 pm.On 4/6/21 at 7:30 am, client #19</p> | | | |

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| | <p>was lying in his bed and appeared to be sleeping. At 8:48 am, client #19 sat down at a dining table. Client #19's shirt was inside out and backwards. The tag was visible under his chin. Staff did not prompt client #19 to turn his shirt around. DSP #2 brought client #19 two single serve containers of cereal with milk and Pop-Tarts. Client #19 was turned parallel to the table. As client #19 ate, he chewed with his mouth open. Cereal and milk fell out of his mouth and onto his clothing and the floor. DSP #2 did not prompt client #19 to turn toward the table or to chew with his mouth closed. DSP #2 broke Pop-Tarts into large pieces and handed them to client #19 one at a time. Throughout the meal, DSP #2 did not speak to client #19 or use gestures or signs to communicate with him. At 8:55 am, client #19 finished his breakfast and went into his bedroom. At 9:04 am, client #19 walked into the day room. Client #19's hooded sweatshirt was backwards with the hood under his chin. Staff did not prompt client #19 to turn his sweatshirt around. DSP #7 was interviewed on 4/5/21 at 5:04 pm and stated, "[Client #19] likes to go on walks outside. He watches videos on his tablet. He used to go to the gym, but he's lost interest." DSP #5 was interviewed on 4/5/21 at 5:10 pm and stated, "[Client #19] likes walks. He is non verbal, so he can't tell us what he likes to do. He mostly just wanders</p> | | | |

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| | <p>around."DSP #15 was interviewed on 4/6/21 at 7:55 am and stated, "I'm fluent in sign language. We're trying to work on sign language with [client #19]. He can talk, but he chooses not to. He won't sit and do activities. We have to make everything a game for him. We're mostly trying to get him to communicate."DSP #3 was interviewed on 4/6/21 at 8:36 am and stated, "I can't think of any goals for [client #19]. I haven't worked on any sign language with him. When I'm his assigned staff, I just try to keep up with wherever he goes."DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "[Client #19] wears briefs. They ordered special boxers for him. They still get wet, so I'm not sure what the purpose of those is. He doesn't wear a singlet, but I wonder if that would be beneficial. He rips the brief out of his pants and walks around with it. He can also take his pants off very quickly. A singlet would stop both of those. Sometimes, I put his jeans on backwards, so he can't get them off as quickly."Client #19's record was reviewed on 4/6/21 at 11:48 am. Client #19's ISP dated 11/13/20 indicated the following:"Needs:Needs to improve money skills.Needs to initiate own activities.Needs assistance while toileting.Needs assistance to schedule and keep appointments.Needs supervision.Needs to use appropriate tone of voice when speaking.Needs to improve</p> | | | |

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| | leisure skills.Needs to improve cooking skills.Needs to learn responsibility.Needs to improve kitchen safety skills.Needs to learn shopping skills.Needs to improve communication skills.Needs to improve socialization skills.Needs to learn responsibility.Needs to improve social skills.Needs to learn to use postal services.Needs to learn about welfare facilities.Needs to learn to use banking facilities.Needs to learn to budget money.Needs to improve social interaction.Needs to learn appropriate interaction with women.Needs to learn to fill out main items on an application.Needs to learn to initiate tasks.Needs to learn to perform a job requiring use of tools or machinery.Needs to learn to have active interest in a hobby.Needs to learn to initiate group activities.Needs to learn multiplication and division.Needs to improve adding and subtracting skills.Needs to improve how to use table ware correctly."Client #19's ISP indicated goals in the following areas:Self-medication administration, dental hygiene, using utensils while eating, laundry, bathing, coping skills, social interaction, sign language and reporting abuse and neglect.DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "It's very loud in here. It can get to some of them. It can be a factor for [client #20] and cause a behavior. It's a trigger for [client #4]. Noise and chaos isn't | | | |

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| W 0250 Bldg. 00 | <p>good for learning. They can't hear us when we prompt them. They can't hear when we tell them they're doing well. They get upset." DSP #13 stated, "[Client #16] had surgery on one of his ears in the fall. Since his surgery, he's sensitive to the noise. That's why he stays in his room." DSP #13 stated, "A lot of [the clients] will sleep in their clothing. Very few of them sleep in pajamas or clothes only for sleeping. Many of them sleep in jeans, belts, and shoes. A lot of the time, when I come to work in the morning, they're still wearing the same clothes from the day before." DSP #13 stated, "I get bored sitting in here all day with nothing to do."Custodian #1 was interviewed on 4/7/21 at 10:00 am and stated, "It is loud in here. When it gets really bad, [client #20] freaks out. He flips the tables. They can't focus on doing things with all of the noise. They can't hear what's going on. [Client #19] is the only one who goes outside or gets any exercise. They don't have activities for anyone else. They all just sleep all day. It's not good for them. I let them help me, so they have something to do. I prompt some of them to eat lunch when the support staff don't do it. It's actually a lot quieter in here with the surveyors than it usually is."</p> <p>483.440(d)(2) PROGRAM IMPLEMENTATION The facility must develop an active treatment schedule that outlines the current active</p> | | | |

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| | <p>treatment program and that is readily available for review by relevant staff.</p> <p>Based on observation, record review and interview for 2 of 4 clients in the sample (#1 and #3) and 2 additional clients (#16 and #20), the facility failed to ensure clients #1, #3, #16 and #20's active treatment schedules were individualized.</p> <p>Findings include:</p> <p>A. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations, the following issues were noted:</p> <p>1) During the observations at the facility, client #3 was hanging out in the living room. Client #3 was not prompted to engage in active treatment activities. Client #3 was not offered or prompted to engage in activities by the staff working in the facility. Client #3 carried around a cookbook and occasionally engaged in discussion with the surveyors regarding his book. Client #3 went in and out of his bedroom without an activity to engage in.</p> <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. Client #3's 10/26/20 active treatment schedule indicated he should have been engaged or prompted to engage in the following activities during the observations: room clean up, life skills road trip, meal preparation, clean up from lunch, life skills activity at the facility, recreation activity, library/computer/recreation room activity, physical life skill activity, meal preparation for</p> | W 0250 | <p>W250 The facility develops an active treatment schedule that outlines the current active treatment program and that is readily available for review by relevant staff.</p> <p>Facility PM and QIPD's will be in-serviced to ensure that all active treatment schedules are individualized to meet the needs of each individual living in the facility.</p> <p>All Active treatment schedules will be updated to ensure that they are individualized for the needs, wants and schedules of each individual person.</p> <p>Active treatment schedules will be reviewed at least, at the quarterly meetings to ensure the schedules continue to meet the needs of the individuals.</p> <p>Active treatment schedules will be posted and available for all staff, including direct support staff to be able to access at any time.</p> <p>Two times per day, for at least 60, administrators will conduct active treatment observations. These observations will be meant to be active in nature to ensure that all staff demonstrate competency in active treatment and knowledge of goals and objectives as written in individual program plans. These observations will include observing access to active treatment observations and ensuring that</p> | 05/21/2021 |

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| | <p>dinner, clean up from dinner, and recreation time.</p> <p>2) During the observations at the facility, client #20 was in his bedroom unless he was eating a meal, snack or receiving medications. Client #20 was not prompted to engage in active treatment activities. Client #20 was not offered activities to engage in by the staff working in the facility. Client #20's room did not have any activities, crafts, television, radio, computer, electronic device or books for him to occupy his time.</p> <p>On 4/7/21 at 10:34 AM, a focused review of client #20's record was conducted. Client #20's 1/19/21 active treatment schedule indicated he should have been engaged or prompted to engage in the following activities during the observations: room clean up, life skills road trip, meal preparation, clean up from lunch, life skills activity at the facility, recreation activity, library/computer/recreation room activity, physical life skill activity, meal preparation for dinner, clean up from dinner, and recreation time.</p> <p>Client #3's and #20's active treatment schedules contained the same information. Client #3's and client #20's active treatment schedules were not individualized.</p> <p>On 4/7/21 at 10:20 AM, staff #9 indicated the clients should have been at the Life Skills group based on the schedule.</p> <p>On 4/7/21 at 10:20 AM, staff #13 stated the facility was "so short staffed" they "should be following the schedule" but "can't when there isn't enough staff."</p> | | <p>staff are aware of their location and understand how to use them.</p> | |

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| | <p>B. Observations were conducted in the facility on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1 was present in the facility for the duration of the observation period.</p> <p>On 4/5/21 at 1:30 pm, client #1 was outside throwing a football. Direct Support Professional (DSP) #9 was seated in a chair on an outdoor patio. 6 other clients were sitting in chairs or lying on the concrete. At 1:53 pm, client #1 was throwing a football. DSP #9 stated, "I'm warning you. If a ball hits up here. Just come and sit down." Client #1 continued throwing the football. At 2:44 pm, client #1 was lying on a mattress on the floor of his bedroom. There were no sheets on the mattress. Client #1 was playing video games on a television sitting on the floor at the foot of the mattress.</p> <p>On 4/5/21 at 4:48 pm, client #1 went into the kitchen and put on gloves. Client #1 helped prepare the evening meal. Staff answered client #1's questions about how to prepare the different foods. At 5:10 pm, client #1 went to sit in the day room. At 6:01 pm, there was an announcement for all clients to wash their hands. Client #1 went to the table and sat down. Client #1 was served ham, potatoes, and a slice of bread. Client #1 refused broccoli. Staff did not prompt client #1 to serve himself.</p> <p>On 4/6/21 at 7:30 am, client #1 was in his bedroom with the door shut. At 8:58 am, client #1 came out of his room and went into the kitchen. Client #1 got Pop-Tarts and sat at a dining table to eat. Client #1 was wearing the</p> | | | |

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| | <p>same clothing as the day before.</p> <p>Client #1 was interviewed on 4/6/21 at 2:38 pm and stated, "I've been in bed all day. I got up for breakfast and lunch. Staff didn't ask me to go to life skills. I haven't been sleeping, I've been on [social media] all day. They didn't ask me to take a shower or brush my teeth. I'll probably do that on 2nd shift. I'm not sure when I last changed my clothes. I've been wearing this for a while."</p> <p>Residential Manager (RM) #3 was interviewed on 4/6/21 at 9:15 am and stated, "I was trained on [client #1's] goals. He's supposed to shower daily, do his laundry, and brush his teeth. He'll start working soon. We have life skills at 9:30 am and 3:00 pm, but he doesn't usually go."</p> <p>Client #1's record was reviewed on 4/6/21 at 10:08 am.</p> <p>Client #1's active treatment schedule dated 10/26/20 indicated the following schedule: Saturday and Sunday: 6:00 am - sleep, 7:00 am - sleep, 8:00 am - hygiene and breakfast, 9:00 am - clean up and church (Sunday), 9:00 am - clean up and schedule review (Saturday), 10:00 am - life skills road trip, 11:00 am - leisure time, 12:00 pm - lunch and meds (medications), 1:00 pm - clean up and leisure time, 2:00 pm - community integration, 3:00 pm - community integration, 4:00 pm - physical life skill activity, 5:00 pm - meal prep and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep.</p> <p>Monday, Tuesday, Wednesday, Thursday, and Friday - 6:00 am - sleep, 7:00 am - sleep, 8:00 am - am hygiene and breakfast, 9:00 am - room clean up, 10:00 am - life skills road trip, 11:00</p> | | | |

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| NAME OF PROVIDER OR SUPPLIER RES-CARE INC | STREET ADDRESS, CITY, STATE, ZIP CODE 1306 S BLOOMINGTON STREET GREENCASTLE, IN 46135 |
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| | <p>am - leisure time, 12:00 pm - lunch meds and clean up, 1:00 pm - life skill activity on campus, 2:00 pm - recreation activity, 3:00 pm - library, computer, rec (recreation) room, 4:00 pm - physical life skill activity, 5:00 pm - meal prep and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm evening meds, 9:00 pm - hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep.</p> <p>Client #1's active treatment schedule was not individualized to his personal needs and goals.</p> <p>C. Observations were conducted at the facility on 4/5/21 from 1:29 PM to 3:08 PM, from 4:20 PM to 6:32 PM, 4/6/21 from 10:24 AM to 12:04 PM, from 2:15 PM to 3:02 PM and 4/7/21 from 10:37 AM to 11:20 AM. During the observations, the following issues were noted:</p> <p>1) On 4/5/21 from 1:29 PM to 3:08 PM, client #16 remained to himself and was lying in his bed. Client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room in his bed with his television on. Client #16 stayed in his room and went without an activity other than his television to engage in.</p> <p>On 4/6/21 from 10:24 AM to 12:04 PM, client #16 finished eating a snack at 10:37 AM and returned to his room. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. At 10:49 AM, client #16 asked staff #13 for toothpaste. Staff #13 stated to client #16 she would assist him once someone else could "watch the day room". Client #16 returned to his room until 10:56 AM. At 10:56 AM, client #16 stepped into the hallway from his</p> | | | |

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| | <p>room and indicated client #8 was stuck inside his room. Client #16 and client #8's rooms were adjacent to one another. Client #16 used his shoulder and forced client #8's bedroom door open. Client #16 stood in the hallway and spoke with client #8, as client #8 thanked client #16 for opening his bedroom door. Client #16 then returned and stayed in his room without an activity other than his television to engage in.</p> <p>On 4/6/21 from 2:15 PM to 3:02 PM, client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room, in his bed with his television on. At 2:22 PM, staff #9 was asked about client #16's goals. Staff #9 stated, "do laundry, plugs for his ears". Staff #9 indicated client #16 required verbal prompting as staff support for completion of his goal and objectives. Staff #9 stated, "brushing his teeth with 2 or less". Staff #9 stated other goals for client #16 included "set the table twice a week" He wants to clean. He wants to clean up afterwards and earn his pizza party. They (client #16) can't do PA (physical aggression) or PD (property destruction), if they do anything like that they can't eat with the group...". Staff #9 was asked if client #16 would ever leave his room or the facility. Staff #9 stated, "Sometimes he goes out. We have to let him out (residential facility), but he can be trusted to go outside on his own". At 2:47 PM, client #16 continued to remain in his room. Client #16 was asked what he liked to do. Client #16 indicated he was on his phone trying to connect the Internet to his television. Staff #5 entered client #16's room and asked if he wanted to eat a snack. Client #16 declined to eat and staff #5 left his room. Client #16 was</p> | | | |

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| | <p>asked if he liked living at the facility. Client #16 stated, "It's my favorite place I've been at". Client #16 stated his time spent at juvenile school was "rough". Client #16 was asked what he enjoyed doing. Client #16 stated, "watching movies and this show about fire engines". Client #16 stated he had a weekly shot of "Haldol (treat psychotic disorders) every Thursday" and indicated the shots made him tired. Client #16 was asked if he ever got bored. Client #16 stated, "I got movies". Client #16 was asked if he went into the community or worked. Client #16 stated, "They tried to start a job in the community. My mom said don't start any fights and I can get out of here. I'm on the waiting list to get out of here". Client #16 indicated he spent time in his room to avoid conflict with others and jeopardizing his opportunity for moving. At 2:56 PM, staff #13 was seated in a chair watching the day room. Staff #13 was asked about client #16. Staff #13 stated, "He likes staying in his room" and indicated client #16 does not like loud noises. Staff #13 stated, "He stays away from his peers and situations he (client #16) wants to help us (staff) if someone is trying to hurt us. His shots make him tired. He likes spending time in his room watching TV (television)".</p> <p>On 4/7/21 from 10:37 AM to 11:20 AM, client #16 was in his room in his bed. Client #16 was not prompted to engage in formal or informal active treatment activities. Client #16 was not offered or prompted to engage in activities by the staff working in the facility. Client #16 stayed in his room without an activity to engage in.</p> <p>On 4/6/21 at 3:30 PM, a review of client #16's record was conducted. Client #16's Individual Support Plan (ISP) dated 4/1/21 indicated the</p> | | | |

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| | <p>following needs:</p> <ul style="list-style-type: none"> "Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an application. Needs to learn to initiate tasks. Needs to learn to perform a job requiring use of tools or machinery. Needs to learn to have active interest in a hobby. Needs to learn to initiate group activities. Needs to learn multiplication and division. Needs to improve adding and subtracting skills. Needs to improve how to use table ware correctly". <p>Client #16's active treatment schedule dated 10/27/20 indicated the following schedule: "Saturday and Sunday: 6:00 am - sleep, 7:00 am - sleep, 8:00 am - AM hygiene and breakfast, 9:00 am - clean up and church (Sunday), 9:00 am -</p> | | | |

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| | <p>clean up and schedule review (Saturday), 10:00 am - life skills road trip, 11:00 am - leisure time, 12:00 pm - lunch and meds (medications), 1:00 pm - clean up and leisure time, 2:00 pm - community integration, 3:00 pm - community integration, 4:00 pm - physical life skill activity, 5:00 pm - meal prep (preparation) and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep.</p> <p>Monday, Tuesday, Wednesday, Thursday, and Friday - 6:00 am - sleep, 7:00 am - sleep, 8:00 am - am hygiene and breakfast, 9:00 am - room clean up, 10:00 am - life skills road trip, 11:00 am - leisure time Meal Prep, 12:00 pm - lunch meds and clean up, 1:00 pm - life skill activity on campus, 2:00 pm - recreation activity, 3:00 pm - library, computer, rec (recreation) room, 4:00 pm - physical life skill activity, 5:00 pm - meal prep and dinner, 6:00 pm - clean up and goals, 7:00 pm - recreation time, 8:00 pm - evening meds, 9:00 pm - pm hygiene and leisure time, 10:00 pm - quiet time and sleep, 11:00 pm - sleep".</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM indicated community outings had recently started back up and stated on "the 6th". The PM was asked about staff encouragement for the participation in active treatment activities. The PM stated, "Every moment is a teachable moment. Goals can be done at any time. Staff should be engaging the clients". The PM indicated a lack of active treatment could be a result of a lack of Qualified Intellectual Disabilities Professionals (QIDP's) involvement. The PM stated the 2 previous QIDP's recently departed from the facility's employment in the month of "February" and the</p> | | | |

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| W 0268 Bldg. 00 | <p>second QIDP's last day was on "3/19/21". The PM indicated further review of the implementation of the client active treatment was needed.</p> <p>483.450(a)(1)(i) CONDUCT TOWARD CLIENT</p> <p>These policies and procedures must promote the growth, development and independence of the client.</p> <p>Based on observation, record review and interview for 2 of 4 sampled clients (#1 and #3) and 6 additional clients (#10, #11, #12, #13, #15 and #18), the facility failed to ensure clients #1, #3, #10, #11, #12, #13, #15 and #18 were provided and encouraged to wear clothing in good repair and clean clothes.</p> <p>Findings include:</p> <p>A. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations at the facility, the following issues were noted:</p> <p>1) Client #17 wore the same clothes (dark jeans with rips and tears on the legs and dark, short-sleeve shirt) throughout the observations.</p> <p>2) On 4/5/21 from 1:27 PM to 3:08 PM, client #12's pants were too tight and could not be buckled and zipped. At 2:20 PM, client #12 needed assistance to pull his pants up due to them falling down. Nurse #1 unbuckled client #12's pants, pulled them up and buckled his belt. The nurse was unable to buckle the button and zip</p> | W 0268 | <p>Policies and procedures promote the growth, development, and independence of the client.</p> <p>All individuals will have appropriate, clean and well-fitting clothing in good repair and in sufficient supply.</p> <p>All staff will be in-serviced to ensure that all clients are provided with and encouraged to wear clothing in good repair and clean clothes.</p> <p>All staff will be in-serviced to ensure understanding of individual dignity.</p> <p>PM, QIDP's and RM's will be in-serviced to ensure that personal inventories are accurate, updated in a real time fashion and to ensure a system to accurately account for client's personal possessions.</p> <p>New and complete inventories of all client belongings, including but not limited clothing will be completed by the RM. The RM will accurately document all belongings, ensuring that these belongings are present, in good repair and fitting and appropriate</p> | 05/21/2021 |

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| | <p>client #12's pants. At 2:24 PM, client #12 left the medication area to use the restroom. When he returned at 2:26 PM, nurse #1 had to assist client #12 again due to his pants falling down. At 6:10 PM, client #12 asked staff for assistance with his belt.</p> <p>3) On 4/5/21 at 2:52 PM, client #11 was wearing two right shoes.</p> <p>4) On 4/5/21 at 5:00 PM, client #13's shoes were on the wrong feet.</p> <p>5) On 4/6/21 at 7:42 AM, client #3 was wearing the same clothes (blue shorts and a gray shirt) from 4/5/21.B. Observations were conducted in the facility on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #10, #12, #15, and #18 were present in the facility for the duration of the observation period.</p> <p>On 4/6/21 at 7:30 am, client #1 was in his bedroom with the door shut. At 8:58 am, client #1 came out of his room and went into the kitchen. Client #1 got Pop-Tarts and sat at a dining table to eat. Client #1 was wearing the same clothing as the day before. After eating his breakfast, client #1 went back to bed. - Staff did not prompt client #1 to put on clean clothing.</p> <p>Client #1 was interviewed on 4/6/21 at 2:38 pm and stated, "I've been in bed all day. I got up for breakfast and lunch. Staff didn't ask me to go to life skills. I haven't been sleeping, I've been on [social media] all day. They didn't ask me to take a shower or brush my teeth. I'll probably do that</p> | | <p>for the individual.</p> <p>The Program Manager will review, monthly, individual inventories to ensure that they are present and accurate.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure that individuals are dressed in clean and well-fitting clothing.</p> | |

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| | <p>on 2nd shift. I'm not sure when I last changed my clothes. I've been wearing this for a while."</p> <p>Client #1's record was reviewed on 4/6/21 at 10:08 am. Client #1's Individual Support Plan (ISP) dated 8/31/20 indicated client #1 had a goal to bathe daily.</p> <p>2. On 4/6/21 at 7:30 am, client #10 was in his bedroom with the door shut. At 8:13 am, staff prompted client #10 to take his medication. Client #10 was wearing the same jean shorts and tie dye t-shirt he wore the previous afternoon and evening. At 8:17 am, client #10 was seated at a dining table eating oatmeal and Pop-Tarts. Client #10 stated, "I'm going back to bed after breakfast. I'm still wearing the same clothes as yesterday. I'll change when I take a shower. I slept in my jeans. I didn't even take off my belt or shoes." After breakfast, client #10 returned to his bedroom with the door shut. He remained there until the end of the observation period at 9:00 am.</p> <p>Client #10's record was reviewed on 4/6/21 at 3:22 pm. Client #10's ISP dated 12/8/20 indicated client #1 had a goal to bathe daily.</p> <p>3. On 4/6/21 at 7:39 am, client #18 was eating Pop-Tarts at a dining table. Client #18 was wearing the same yellow t-shirt he wore the day before. At 7:43 am, DSP #2 asked client #18 if he had brushed his teeth or washed his laundry. Client #18 stated, "Not yet. I want to wait." DSP #2 stated, "Let's do it now." Client #18 went into his bedroom to get his laundry.</p> <p>At 8:07 am, client #10 was in his bedroom with</p> | | | |

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| | <p>the door shut. where he remained until the end of the observation period at 9:00 am.</p> <p>Client #18 was interviewed on 4/6/21 at 7:39 am and stated, "I've worn this shirt for a few days. It's my favorite shirt."</p> <p>RM #3 was interviewed on 4/6/21 at 2:24 pm and stated, "[Client #18] is supposed to brush his teeth and shower every day. He has a laundry goal. He's supposed to go on van rides and learn how to get to places."</p> <p>Client #18's record was reviewed on 4/6/21 at 3:16 pm. Client #18's ISP dated 10/9/21 indicated client #18 had a goal to bathe daily.</p> <p>4. On 4/6/21 at 7:30 am, client #19 was lying in his bed and appeared to be sleeping. At 8:48 am, client #19 sat down at a dining table. Client #19's shirt was inside out and backwards. The tag was visible under his chin. Staff did not prompt client #19 to turn his shirt around. DSP #2 brought client #19 two single serve containers of cereal with milk and Pop-Tarts. Client #19 was turned parallel to the table. As client #19 ate, he chewed with his mouth open. Cereal and milk fell out of his mouth and onto his clothing and the floor. DSP #2 did not prompt client #19 to turn toward the table or to chew with his mouth closed. DSP #2 broke Pop-Tarts into large pieces and handed them to client #19 one at a time. Throughout the meal, DSP #2 did not speak to client #19 or use gestures or signs to communicate with him. At 8:55 am, client #19 finished his breakfast and went into his bedroom. At 9:04 am, client #19 walked into the day room. Client #19's hooded sweatshirt was backwards with the hood under his chin. Staff did not</p> | | | |

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| | <p>prompt client #19 to turn his sweatshirt around.</p> <p>DSP #13 was interviewed on 4/7/21 at 9:34 am and stated, "[Client #19] wears briefs. They ordered special boxers for him. They still get wet, so I'm not sure what the purpose of those is. He doesn't wear a singlet, but I wonder if that would be beneficial. He rips the brief out of his pants and walks around with it. He can also take his pants off very quickly. A singlet would stop both of those. Sometimes, I put his jeans on backwards, so he can't get them off as quickly."</p> <p>Client #19's record was reviewed on 4/6/21 at 11:48 am. Client #19's ISP dated 11/13/20 indicated a daily bathing goal.</p> <p>5. On 4/5/21 at 2:20 pm, client #12 was wearing jeans with a belt and a polo shirt. Direct Support Professional (DSP) #13 assisted client #12 to adjust his belt. When client #12 lifted his shirt up, his pants were too small and could not be zipped or buttoned at the waist. - DSP #13 did not prompt client #12 to change his pants.</p> <p>DSP #13 was interviewed on 4/5/21 at 2:22 pm and stated, "[Client #12] needs new clothes. I keep noticing him wearing other peoples' clothes. I don't know where any of his shorts are. His stuff has just vanished. Staff do his laundry on 3rd shift. There's no way those are his pants. They're way too small."</p> <p>Program Manager (PM) #1 was interviewed on 4/7/21 at 1:55 pm and stated, "[Client #12's] pants should fit him. I wonder if those weren't his clothes. Some clients will take other people's clothes at times."</p> | | | |

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| W 0289 Bldg. 00 | <p>6. On 4/5/21 at 5:00 pm, client #15 was wearing a green t-shirt with an unbuttoned plaid shirt over it and blue jogging pants.</p> <p>On 4/6/21 at 8:00 am, client #15 was wearing a green t-shirt with blue jogging pants.</p> <p>On 4/7/21 at 10:13 am, client #15 was wearing a green t-shirt with blue jogger pants. The pants had a white substance smeared across the front of the thighs.</p> <p>On 4/7/21 at 10:50 am, client #15 indicated there were two laundry baskets in his bedroom. Client #15 dumped the baskets out and sorted through them. There were no pants in the baskets. Client #15 opened all of his dresser drawers and hanging closet space, there were no additional pants in client #15's bedroom. Client #15 indicated he did not have clothing in the laundry at the time.</p> <p>483.450(b)(4) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR</p> <p>The use of systematic interventions to manage inappropriate client behavior must be incorporated into the client's individual program plan, in accordance with §483.440(c)(4) and (5) of this subpart.</p> <p>Based on observation, record review and interview for 4 of 4 clients in the sample (#1, #2, #3, and #4), the facility failed to ensure the systematic intervention of locking the laundry room door was incorporated into clients #1, #2, #3, and #4's program plans.</p> <p>Findings include:</p> | W 0289 | The facility ensures the use of systemic interventions to manage inappropriate client behavior. The Behavior Consultant and Program Manager will be in-serviced to ensure understanding that all interventions used to manage client behavior are incorporated into program | 05/21/2021 |

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| | <p>A. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21 from 9:18 AM to 10:26 AM. During the observations at the facility, the laundry room door was closed and locked. This affected clients #1, #2, #3 and #4.</p> <p>On 4/6/21 at 3:37 PM, a review of client #3's record was conducted. Client #3's 12/18/20 Individual Support Plan and 3/25/21 Behavior Support Plan did not indicate the need for the laundry room door to be locked. On 4/6/21 at 4:08 PM, a review of client #4's record was conducted. Client #4's 11/1/20 Individual Support Plan and 3/25/21 Behavior Support Plan did not indicate the need for the laundry room door to be locked.</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) stated the "clients just have to ask the staff" in order to access the locked laundry room door. The PM indicated the locked laundry room door needed to be part of the clients' plans.</p> <p>B. Observations were conducted in the group home on 4/5/21 from 1:30 pm through 2:45 pm, from 4:20 pm through 6:30 pm, on 4/6/21 from 7:30 am through 9:00 am and from 2:30 pm through 3:00 pm, and on 4/7/21 from 9:15 am through 11:15 am. Clients #1, #2, #3, and #4 were present in the group home for the duration of the observation period.</p> <p>Throughout the observation period, the laundry room was locked.</p> <p>1. Client #1's record was reviewed on 4/6/21 at 10:08 am.</p> | | <p>plans, for any client effected. Restrictive interventions will be written into program plans and approved by guardians as well as the HRC. All interventions will be reviewed for relevancy by the IDT at each quarterly meeting and revised as needed.</p> | |

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| W 0331 Bldg. 00 | <p>- Client #1's BSP dated 3/25/21 did not indicate a restriction to the laundry room.</p> <p>Direct Support Professional (DSP) #9 was interviewed on 4/5/21 at 2:27 pm and stated, "[Client #15] will throw clothing away. That's a behavior he has. He'll go into the laundry room and do it with other people's clothes, too. That's why it's locked."</p> <p>Behavior Specialist (BS) #1 was interviewed on 4/7/21 at 11:30 am and stated, "The laundry room is kept locked. Some of the clients will go in and steal clothing. All of the staff have a key. Any client can use it whenever they want, but they have to go through a staff. It should be listed as a restriction in their plans. It needs HRC (Human Rights Committee) and guardian approval."</p> <p>483.460(c) NURSING SERVICES</p> <p>The facility must provide clients with nursing services in accordance with their needs. Based on observation for 1 additional client (#13), the facility's nursing services failed to address client #13's falls in order to prevent recurrence.</p> <p>Findings include:</p> <p>On 4/5/21 from 4:20 PM to 6:32 AM, an observation was conducted at the facility. At 6:20 PM while eating dinner, client #13 jumped up from the table and started running to his bedroom. Client #13 ran into the partially closed door and fell onto his side. Staff #7 assisted client #13 up from the floor and into the restroom.</p> <p>On 4/7/21 at 10:58 AM, the Behavior Clinician</p> | W 0331 | <p>The facility provides clients with nursing services in accordance with their needs.</p> <p>All individuals will be assessed upon admission and ongoing on any high risk care plan needs, including factors that may lead to falls.</p> <p>The DON will investigate all falls in order to assess the root cause and need for intervention, and prevention of further falls and potential injury.</p> <p>All staff will be in-serviced on each individual high risk plans and how to intervene to ensure client safety.</p> | 05/21/2021 |

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| | <p>(BC) indicated client #13 had been having falls since February 2021. The BC indicated she thought there was a correlation between his falls and a loss of bowel control. The BC stated, "We're tracking it." The BC indicated client #13 was currently going through psychotropic medication changes. The BC indicated client #13's primary care physician prescribed Trazodone for trouble sleeping. The BC indicated when she found out she ensured client #13's psychiatrist was notified of it. The BC indicated after the Trazodone was added, client #13's sleep worsened. The BC indicated client #13's Thorazine was being decreased at the same time.</p> <p>Observations were conducted on 4/5/21 from 4:20 PM to 6:32 AM and on 4/6/21 from 10:26 AM to 12:04 PM, 2:15 PM to 3:02 PM, and 6:02 PM to 6:59 PM. These observations indicated the following:</p> <p>Observation on 4/5/21:</p> <p>-At 6:00 PM, an announcement over the staff radios stated, "time to wash hands and come to the table". Client #13 then joined his peer at the dining room for the evening meal.</p> <p>At 6:20 PM, client #13 stood up from the table and ran through the day room toward his bedroom. As client #13 attempted to enter his bedroom, he hit his door and lost his balance which caused him to fall onto his bedroom floor. Staff #7 assisted client #13 up from the floor.</p> <p>Observations on 4/6/21:</p> <p>-At 10:26 AM, client #13 was in the day room with clients #4, #5, #12, #14 and staff #13.</p> | | | |

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| | <p>Client #13 was standing near the entryway to the nursing station and was making a vocalization.</p> <p>-At 10:31 AM, Nurse #1 followed client #13 toward a sofa in the day room as Residential Manager (RM) #3 stated, "[Client #13], I would really like to see you sit down".</p> <p>-At 10:45 AM, client #13 stood from the sofa in the day room and ambulated on his own to his bedroom. Client #13 was unsteady as he ambulated to his bedroom. Client #13 entered his bathroom inside his bedroom unassisted and did not turn on the light as he entered his bathroom. No staff assisted client #13 while he ambulated from the day room into his bathroom inside his bedroom.</p> <p>-At 11:17 AM, staff #9 entered client #13's bedroom. Client #13 was lying on his bed when staff #9 stated to client #13, "Get up, we're going on an outing" indicating client #13 had a medical appointment to attend.</p> <p>-At 2:20 PM, staff #9 returned with client #13 from his outing.</p> <p>-At 2:21 PM, client #13 entered his bedroom and fell to his knees. Staff #9 asked for Nurse #1 to come to client #13's bedroom.</p> <p>-At 2:22 PM, staff #9 was asked about client #13's ambulation while on his outing and during his medical appointment. Staff #13 stated, "He (client #13) used a wheelchair. We went to prompt med (medical) first and were then sent to the ER (emergency room). He was diagnosed with a UTI (Urinary Tract Infection)". Staff #9 was asked what treatment had been determined from the medical appointment. Staff #9 stated,</p> | | | |

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| | <p>"They gave us an antibiotic and doing a blood culture. Orders for labs, they might send those to [name] the PCP (primary care physician). I felt more comfortable with him in the wheelchair. Once he was in prompt care, they used the wheelchair." Staff #9 was asked if client #13 had a pattern of recent falls. Staff #9 stated, "I wrote up (incidents reports) 3. He got 4 staples when he fell on [staff #2]. I think it was the 23rd (March 2021). They did a decrease in his Trazodone 200 mg (milligrams) to 100 mg. The Trazodone was for sleeping at night". Staff #9 was asked if client #13 had been assessed for a gait belt or other adaptive supports for his ambulation. Staff #9 stated, "I've not seen a gait belt. I've suggested it. That has to be a doctor's order. The last 6 months we've noticed a change".</p> <p>-At 6:06 PM, Residential Manager (RM #2) was filling out paperwork in client #13's bedroom while client #13 lay on his bed. RM #2 was asked how client #13 was doing. RM #2 stated, "He (client #13) had another fall in the day room. He went to get up from the couch and fell forward into the arm of the sofa. He landed on his right side and hit his head. [Nurse #1] was notified immediately. We found out today he (client #13) has a UTI".</p> <p>-At 6:08 PM, staff #7 indicated it was time to wash hands and sanitize to prepare for eating the evening meal.</p> <p>-At 6:14 PM, RM #2 physically assisted client #13 with ambulation from his bedroom to the dining room table. RM #2 stood to the right side of client #13's body and placed his left arm under client #13's right shoulder as client #13 ambulated to the dining room table.</p> | | | |

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| | <p>-At 6:24 PM, client #13 had finished eating and turned toward the day room while in his dining room chair. Staff #3 physically prompted client #13 to sit facing the table and redirected client #13 to eat his chocolate pudding.</p> <p>-At 6:35 PM, client #13 stood up from the table. Both staff #3 and the RM #3 verbally redirected client #13 to sit back down. Client #13 sat to the side of his dining room chair, leaned to his left side against the back of his chair and faced out toward the day room rather than the dining room table.</p> <p>-At 6:40 PM, staff #3 verbally prompted client #13 to stay seated at the dining room table.</p> <p>-At 6:43 PM, RM #2 physically assisted client #13 from the dining room table to his bedroom. Again, RM #2 placed his arm under client #13's shoulder and walked to the side of client #13 as he ambulated through the day room to his bedroom. Once inside client #13's bedroom, RM #2 assisted client # 13 to sit down on his bed and stepped away into client #13's bathroom. While RM #2 had stepped away, client #13 stood up from his bed and began to lose his balance and took 3 steps backward and reached out with his right arm in an effort to gain his balance. Client #13 was able to reach his wardrobe with his right hand, gain his balance and then spun to his left and plopped down onto his bed.</p> <p>On 4/7/21 at 1:05 PM, a review of the Bureau of Developmental Disabilities Services (BDDS) incident report and internal incident reports with accompanying investigation summaries was completed. The reports indicated:</p> <p>-BDDS Report dated 3/24/21 indicated, "On</p> | | | |

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| | <p>Tuesday, March 23, 2021 at 10:50 AM, staff was with client [client #13] in the Pacer Hall Shower room. [Client #13] stood to undress and lost his balance. Staff attempted to keep [client #13] from falling but both [client #13] and staff fell to the floor with [client #13] striking his head against the tub. The nurse assessed [client #13] and noted a laceration to the scalp 4 cm (centimeters) X 0.5 cm. The wound cleaned and a dressing applied to and [client #13] was taken to the [name of hospital] by staff were (sic) he assessed and received 4 staples ...".</p> <p>-Post Fall Investigation Summary dated 3/23/21 indicated, "Individual: [Client #13]. Date of Fall: 3/23/21 ... Location: Pacer Hall bathroom ...", The investigation further indicated under the "Peer Review" section, "Brief Description: Fall, Laceration, ER (Emergency Room)". The "Recommendation/Changes to plan" section of the investigation summary was blank and listed no further action to prevent client #13 from the reoccurrence of further falls.</p> <p>-Internal Incident Report dated 3/26/21 indicated, "Location: Colt's shower room Client: [Client #13] ... Describe the incident: On 3/26/21 around 8:31 PM, staff was finishing [client #13's] shower. Staff had placed the floor mat down prior to showering [client #13]. When staff assisted [client #13] out of the shower to help him dry off, [client #13] lost his balance. [Client #13's] hands were wet and slid down staff's arms. Staff had attempted to hold [client #13] up. Staff was unable to hold [client #13] up. [Client #13] was falling and staff guided [client #13's] fall. On the way down, [client #13] bumped his head on the shower wall ...Describe action taken: Nursing notified, RM (Residential Manager) notified".</p> | | | |

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| | <p>-Post Fall Investigation Summary dated 3/26/21 indicated, "Individual: [Client #13]. Date of Fall: 3/26/21 ... Location: Colt's shower ...". The investigation further included documentation titled "Nurse Manager (or Admin) to Complete" and indicated, "Client: [Client #13]. Date of Fall: 3/26/21 ... Falls in the past 3 months: Yes ... Gait/Balance: (circled) Balance problems while standing or walking ... Recommendations: Only with towel before getting out of tub".</p> <p>-Internal Incident Report dated 4/5/21 indicated, "Date of Incident: 4/5/21. Time of Incident: 6:21 PM ... Location: Dayroom/Bedroom [Client #13] ... Describe the incident: On said date and time, [client #13] was finished eating dinner when he began to run to his bedroom. Staff began to (sic) attempted to slow down [client #13] when he went to fall forward. Staff broke [client #13's] fall to where [client #13] fell on his bottom. [Client #13] was assessed by nursing with no further issues. RM (Residential Manager) notified, Nurse assessed".</p> <p>-Post Fall Investigation Summary dated 4/5/21 indicated, "Date of Fall: 4/5/21. Time: 6:20 PM ... Location: bedroom ... 7. Describe footwear that may have been a factor in the fall: N/A. 8. Note relevant behavioral issues that may have been a factor in the fall: rushing to use the restroom ...". The investigation further included documentation titled "Nurse Manager (or Admin) to Complete" and indicated, "Client: not filled out. Date of Fall: not filled out.. Falls in the past 3 months: Yes ... Gait/Balance: (x) balance problems while standing or walking ... Recommendations: PT (Patient) ...teaching ... not to rush".</p> | | | |

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| | <p>On 4/7/21 at 9:35 AM, a focused review of client #13's record was completed. The record indicated the following:</p> <p>-Individual Support Plan (ISP) dated 8/31/20 indicated, "Individual Profile:... [Client #13] lacks the ability to clearly verbalize his needs and wants ... [Client #13] can recognize when he must use the restroom and is able to complete the task with little to no assistance. However, showering requires assistance from staff ... He requires close supervision with other ADL (Adult Daily Living) tasks to ensure completion".</p> <p>-Fall Risk Plan dated 9/2/2020 indicated, "[Client #13's] safety will be maintained through 9-2021. Actions: 1. Staff to provide assistance or support with ambulation (walking) and activities of daily living as needed ... 2. Staff to provide hands-on assistance when entering and exiting vehicles as needed. 3. Staff to monitor for environmental hazards. 4. Encourage [client #13] to slow down and take his time if he appears to be rushing...".</p> <p>-Physical Therapy (PT) consult dated 11/25/20 indicated, "Reason for Visit: PT Eval (evaluation). Results/Findings of Examination: Altered gait ... Impaired static and dynamic standing balance inability to follow single step instructions. Diagnosis: Altered gait, impaired balance. Recommendations: Pt (Patient) was unable to participate in therapy secondary to inability to follow instructions. Pt is anticipated to face significant impediment in attending OP (outpatient) therapy. He (client #13) might benefit from home health therapy for training and functional mobility pertinent to home environment".</p> <p>Interdisciplinary Team Meeting (IDT) dated</p> | | | |

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| | <p>3/24/21 indicated, "On Tuesday, March 23, 2021 at 10:50 AM, staff was with client [client #13] in the Pacer Hall Shower room. [Client #13] stood to undress and lost his balance. Staff attempted to keep [client #13] from falling but both [client #13] and staff fell to the floor with [client #13] striking his head against the tub. The nurse assessed [client #13] and noted a laceration to the scalp 4 cm (centimeters) X 0.5 cm ...</p> <p>Recommendations: The IDT agrees Staff will continue to monitor [client #13's] health and safety reporting all issues and concerns to the nursing manager and his QIDP (Qualified Intellectual Disabilities Professional). Staff will follow all doctor recommendations as needed".</p> <p>- Emergency Room (ER) consult dated 3/23/21 indicated, "Event: Fall ... Chief Complaint: Head Lac (laceration) ... You have been evaluated today by [Name of Physician] for the following conditions: Laceration to the scalp ".</p> <p>On 4/7/21 at 1:40 PM, an IDT dated 3/19/21 was reviewed. The 3/19/21 IDT indicated the following:</p> <p>"Name: [Client #13]. Purpose of Meeting: Falls ...</p> <p>- Friday 3/5/21 at 2:47 AM, [client #13] came to dayroom stumbled while sitting on the couch. Possible bruising.</p> <p>- Friday 3/5/21 at 7:11 PM, [client #13] yelled from his room and staff found him on the floor, No injuries.</p> <p>- Monday 3/8/21 at 11:45 AM, [client #13] was prompted for lunch but refused. He then came out and had urinated on the floor. Staff directed him to the bathroom to finish toileting but heard him fall when coming back to the dayroom. No injuries reported.</p> | | | |

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| | <p>- Sunday 3/14/21 at 7:30 PM, [client #13] turned around and tripped over the leg of the couch and fell. He was assessed by the nurse and no injuries were reported ... Recommendations: Staff will continue to monitor [client #13's] safety and report all issues and concerns to nursing staff and his treatment team. [Client #13] currently has bed rails to assist when getting out of bed and none (sic) slip socks when walking around to lessen the likelihood of falls".</p> <p>On 4/7/21 at 10:49 AM, Nurse #1 was interviewed. Nurse #1 was asked about client #13's fall history and ambulation support needs. Nurse indicated client #13 had not received further recommendations due to his fall history. Nurse #1 was asked if client #13 had been assessed by his primary care physician and Physical Therapy. Nurse #1 stated, "No, I'm at a standstill with him. The Physical Therapist never gave us a recommendation". Nurse #1 was asked if the use of any adaptive equipment supports had been recommended. Nurse #1 stated, "No, I'm waiting for direction. I'm in no man's land. The day-to-day interactions with nonmedical staff, the previous QIDP attempted skilled placement. The increase in fall's could be from the UTI. I would like to see a physical therapy and further assessment. He (client #13's ambulation) varies from day to day. Especially with him not being able to vocalize". Nurse #1 was asked if he had been a part of the IDT process. Nurse #1 stated, "No, I have not. We made him an assigned staff". Nurse #1 was asked how client #13 was being kept safe from further falls. Nurse #1 stated, "That's the assigned staffing. Staff should be behind and to the side, in case the person (client #13) fell, they could break the fall". Nurse #1 was asked how staff were trained on assisting client #13 with ambulation. Nurse #1 stated, "I</p> | | | |

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| | <p>don't know. I report to [Nurse Manager]". Nurse #1 was asked if client #13 was assessed by nursing services. Nurse #1 stated, "Yes. The Nurse completes that quarterly. [Client #13] would be high risk or moderate at the least". Nurse #1 indicated client #13 had a recent decrease in Trazodone (treat depression). Nurse #1 stated the higher prescription of Trazodone could have made client #13 have "more falls or unsteady" and reiterated he did not know how long client #13 had a UTI. Nurse #1 was asked about staff communication for changes to client #13's ambulation supports. Nurse #1 stated, "[Nurse Manager] makes the in-services, but I told the RM's about him being staffed one to one".</p> <p>On 4/7/21 at 12:05 PM, the Nurse Manager (NM) was interviewed. The NM was asked about client #13's history of falls. NM indicated client #13 had been assessed by his Primary Care Physician (PCP) and PT. NM stated, "[Name of PCP] could not find anything. Therapy did not recommend anything". NM was asked about IDT meeting to review and address the history of client #13's falls. NM stated, "Yes, we've even discussed him going to a Nursing Home". The NM indicated the team had met, but the family did not support a transition to a nursing home. NM was asked what supports had been determined by the IDT to address client #13's falls. NM stated, "We've had a med (medication) change to drop his Trazodone in half. That could be the cause of the UTI. With the falls, we started with evaluation, nonslip socks. We had an issue with him getting up and in some urgency. I don't believe that correlated. That's why we sent him to the Neurologist (Neuro). [Behaviorist] tracks that through Behavior. We sent him to Neuro, but they didn't find anything". NM was asked if client</p> | | | |

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| | <p>#13's IDT had identified adaptive support needs. NM stated, "For falls, rails on his bed, in the bathroom, nonslip socks and since he fell twice yesterday, we put a staff on him. We're at a point where no one can find anything. Personally, I think it could be dementia". NM was asked about client #13's fall risk assessments. NM stated, "It's started by staff and taken to nursing. We do a fall assessment yearly and every time someone falls ... He bumps into things all the time. His roommate once saw him stand and sit down on that post (bed rail)". NM was asked about client #13's fall risk plan. NM stated, "If they have a pattern of falls it's been updated". NM was asked if client #13 fall risk plan had been updated. NM stated, "As far as I know, that one is good until 9/2021". NM was asked what the nursing staff do when a plan for falls is updated. NM stated, "A training goes out to staff". The NM was asked how staff are trained on updated fall risk plans. The NM stated, "Everybody (Direct Support Staff and Residential Managers) has to go through a folder. The RM's stay in the break room and update staff. Everybody has a list of names. Sometimes they have to take a test". The NM was asked if client #13's fall risk plan had been updated because of his fall history and the 3/23/21 incident which required staples due to a laceration. NM stated, "If something were to change, we would update". The NM was asked about the UTI diagnosis. NM stated, "Probably, I should have created a risk plan for the UTI. The fall risk plan could have been updated with the staff (one-to-one), even if temporary". NM was asked when she had last assessed client #13 due to his history of increased falls. NM stated, "I've not assessed him in the last 48 hours, no". NM was asked if concerns had been reported about client #13 falls and being unsteady. NM stated, "Yes". NM was asked what had been reported.</p> | | | |

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| | <p>NM stated, "He fell and then fell again. As a team we meet". The NM stated the team members who had meet were "[Behaviorist] and [Program Manager]". NM stated, "The recommendation of additional staff was based on the UTI. The assessment was not based on falls". NM was asked about staff supports during client #13's ambulation. NM stated, "Staff would be to the side and holding his wrist". NM demonstrated standing to the side with her arm under the assisted person and holding their wrist. The observation of client #13 standing up from his bed on 4/6/21, taking 3 steps backward reaching out with his right arm and placing it on his wardrobe to gain his balance after having 2 previous falls on 4/6/21 was shared. NM stated, "If he was that unsteady, I would want them to use a gait belt. I also recommended staff sit outside his room when they watched the hallways". NM was asked if staff sitting next to client #13's bedroom had been added to his fall risk plan. NM stated, "No, that was just my recommendation". The NM indicated client #13 had always been in a hurry (when ambulating) but more assessment was needed. The NM indicated client #13's blood work came back negative for being septic (blood infection).</p> <p>On 4/7/21 at 1:30 PM, the Program Manager was interviewed. The PM was asked about client #13's IDT meetings to address the history of client #13's falls. PM indicated IDTs for falls which occurred on 3/5/21, 3/8/21 and 3/14/21 had not been completed until his return to work and was done on 3/19/21. The PM was asked if client #13's fall risk plan had been updated to address client #13's increased history of falls. PM stated, "At this point I don't think there has been a change. He's (client #13) been assessed by PT. I think we're looking at it as a medical</p> | | | |

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| | <p>need. Staff have been trained to monitor him. [Nurse #1] called [Nurse Manager] to report he suspected a Kidney Stone or UTI. [Nurse #1] saw him firsthand, disoriented". PM was asked how staff should physically assist client #13 during ambulation. PM stated, "We have a one person hold that can be used". The observation of client #13 standing up from his bed on 4/6/21, taking 3 steps backward reaching out with his right arm and placing it on his wardrobe to gain his balance after having 2 previous falls on 4/6/21 and the Nurse Manager stating she had not reassessed in past 48 hours was shared. PM was asked if the IDT's recommendations for client #13's supports during ambulation would be different and the Nurse Manger's indication for the use of gait belt and need for reassessment had been identified through interviews the PM stated, "I understand" indicating the team need to reconvene concerning client #13's fall risk and ambulation supports.</p> <p>On 4/8/21 at 12:45 PM, a review of client #13's updated fall risk plan was completed. The record indicated the following:</p> <p>Fall Risk Plan dated 4/7/21 indicated, "Ensure SAFETY first! In the event of an emergency, take care of [client #13] FIRST then notify appropriate personnel (i.e., nurse, supervisor)". Client #13's fall risk plan indicated the following steps:</p> <ol style="list-style-type: none"> 1. Provide Assigned Staffing until further notice as [client #13] has a UTI currently with possible balance problems as a result. 2. Staff to use gait belt as needed for unsteady gait. 3. [Client #13] is to have rubber sole shoes on during the day and non-skid socks on while in bed or when shoes are not on feet. | | | |

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| W 0441 Bldg. 00 | <p>4. Half bed rail and bathroom handrail to be in use for safety.</p> <p>5. Encourage [client #13] to slow down and take his time if he appears to be rushing.</p> <p>6. Should fall occur NOTIFY the nurse immediately - with or without injury.</p> <p>7. Should fall occur perform assessment, to determine if an injury occurred, document fall and complete an Injury/Illness Report if injured and a Post Fall Investigation form. If INJURY occurs</p> <p>8. Nurse to notify doctor or send to ER as needed".</p> <p>483.470(i)(1) EVACUATION DRILLS</p> <p>The facility must hold evacuation drills under varied conditions.</p> <p>Based on record review and interview for 20 of 20 clients living in the facility (#1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20), the facility failed to conduct evacuation drills under varied conditions for clients (#1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20).</p> <p>Findings include:</p> <p>On 4/5/21 at 3:44 PM, a review of the facility's evacuation drills was conducted and indicated the evacuation drills conducted during the night shift (12:00 AM to 8:00 AM) were not varied in regard to the times the drills were conducted.</p> <p>This affected clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20.</p> <p>-On 3/22/20, the night shift evacuation drill was conducted at 6:53 AM.</p> | W 0441 | <p>The facility holds evacuation drills under varied conditions</p> <p>The Program Manager will be in-serviced on the policy for emergency evacuation drills.</p> <p>Evacuation drills will be scheduled each month at a variety of times.</p> <p>The PM will complete a schedule, for the year, of evacuation drills to include the range of acceptable times to conduct the drills.</p> <p>Evacuation drills will be reviewed at each quarterly safety committee review for adherence to the policy.</p> | 05/21/2021 |

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| W 0455 Bldg. 00 | <p>-On 6/25/20, the night shift evacuation drill was conducted at 6:51 AM.</p> <p>-On 9/27/20, the night shift evacuation drill was conducted at 7:31 AM.</p> <p>-On 12/31/20, the night shift evacuation drill was conducted at 7:08 AM.</p> <p>-On 3/17/21, the night shift evacuation drill was conducted at 7:40 AM.</p> <p>On 4/5/21 at 3:50 PM, the Program Manager indicated the evacuation drills needed to be varied in regard to the time conducted. The PM indicated the night shift drills needed to be conducted throughout the night shift.</p> <p>483.470(l)(1) INFECTION CONTROL</p> <p>There must be an active program for the prevention, control, and investigation of infection and communicable diseases. Based on observation, record review and interview for 20 of 20 clients living in the facility (#1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20), the facility failed to ensure high-touch areas (door knobs, arms of chairs, tables, chairs and couches) were cleaned and disinfected throughout the shift.</p> <p>Findings include:</p> <p>1. Observations were conducted at the facility on 4/5/21 from 1:27 PM to 3:08 PM, 4/5/21 from 4:20 PM to 6:32 PM, 4/6/21 from 7:25 AM to 9:07 AM, 4/6/21 from 10:23 AM to 12:05 PM, 4/6/21 from 2:18 PM to 3:00 PM, and 4/7/21</p> | W 0455 | <p>All staff will in serviced on policy for infection control.</p> <p>Staff will ensure that all surfaces are disinfected, per policy multiple times a day. In addition the custodian will do a deep cleaning of surfaces each day.</p> <p>Individuals will be prompted to assist in cleaning all surfaces and assisting with infection control as well.</p> <p>Administrative observations will occur at least two times daily for at least 60 days to ensure adherence to infection control policy.</p> | 05/21/2021 |

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| | <p>from 9:18 AM to 10:26 AM. During the observations at the facility, the clients and staff were not observed to clean and disinfect the high-touch areas. This affected clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20.</p> <p>-On 4/5/21 from 1:27 PM to 3:08 PM, Residential Manager #5's mask covered his mouth but not his nose.</p> <p>-On 4/6/21 at 10:35 AM, the dining room tables were soiled with food debris and dried liquids. The tables were not cleaned prior to the clients eating their snacks at the tables. At 11:30 AM, client #4 set the tables with cups, plates and silverware. The tables were not cleaned after breakfast and the snacks at 10:35 AM</p> <p>-On 4/6/21 from 10:23 AM to 12:05 PM, Residential Manager (RM) #5's mask covered his mouth but not his nose.</p> <p>On 4/6/21 at 2:37 PM, Residential Manager #3 indicated there was a cleaning checklist to be completed for each shift related to Covid-19.</p> <p>On 4/6/21 at 2:44 PM, staff #9 indicated there was a cleaning checklist to be completed for each shift related to Covid-19. Staff #9 stated regarding completing the checklist, "we try."</p> <p>On 4/7/21 at 1:38 PM, the Program Manager (PM) indicated the staff was to clean and disinfect three times per day during each shift (8:00 AM to 4:00 PM, 4:00 PM to 12:00 AM, and 12:00 AM to 8:00 AM). The PM stated the cleaning was "conducted daily per shift." The PM stated the staff was "supposed to spray everything down" to clean and disinfect the facility due to</p> | | | |

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| | <p>the global pandemic related to Covid-19.</p> <p>On 4/8/21 at 1:41 PM, a review of the facility's undated Cleaning and Disinfection procedure was reviewed. The procedure indicated, "...Following handwashing, cleaning and disinfection of surfaces may be the most critical thing you can do to help reduce the transmission of illness, including COVID-19. Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. Cleaning visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in households and community settings. The CDC (Centers for Disease Control) has released best practices for cleaning and disinfection, but first definitions: Cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Encourage our staff, clients, patients, and family members to follow these guidelines. Practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, telephones, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions... Surfaces should be cleaned and disinfected several times each day. For our residential homes, at least at the start of each shift.</p> <p>2. Observations were conducted at the facility on</p> | | | |

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| | <p>4/5/21 from 1:29 PM to 3:08 PM, from 4:20 PM to 6:32 PM, 4/6/21 from 10:24 AM to 12:04 PM, from 2:15 PM to 3:02 PM, from 6:02 PM to 6:59 PM and 4/7/21 from 10:37 AM to 11:20 AM.</p> <p>During the observations at the facility, the clients and staff were not observed to clean and disinfect the high-touch areas. This affected clients #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19 and #20.</p> <p>On 4/6/21 at 10:37 AM, clients #3, #4, #5, #7, #12, #13, #14, #15, and #16 were eating snacks at the dining room tables. Client #12 jumped up and ran to the bathroom and returned to the dining room to finish his snack. No staff prompted client #12 to wash his hands or sanitize his hands before returning to finish eating his snack. At 10:49 AM, the clients finished eating their snacks. Clients #13 and #16 returned to their bedrooms. Clients #3, #4, #5, #7, #12, #14, and #15 lingered in the day room. No staff prompted the clients to clean and sanitize the tables, chairs or sweep the floor. At 11:20 AM, staff #2 began preparing the noon meal. Client #8 entered the kitchen and staff #2 verbally prompted client #8 to go back to the day room and stated, "put your mask on". At 11:27 AM, client #15 entered the kitchen followed by client #3. Staff #2 verbally prompted clients #3 and #15 to leave the kitchen and stated, "Not yet. Go sit down. Watch out this is hot". At 11:30 AM, staff #2 used a dish rag to wipe down serving trays in the kitchen and clients #4 and #8 placed plastic drinking glasses and utensils around the tables for the noon meal. Client #4 placed drinking glasses upside down with the drinking surface of the glasses against the surface of the tables. The tables had spilt food, drink, and rings</p> | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G811 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 04/21/2021 |
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| NAME OF PROVIDER OR SUPPLIER RES-CARE INC | STREET ADDRESS, CITY, STATE, ZIP CODE 1306 S BLOOMINGTON STREET GREENCASTLE, IN 46135 |
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| | <p>from where glasses had sat during previous meals and snacks from the morning. The tables and chairs had not been cleaned or sanitized and the floor had not been swept. At 11:33 AM, client #4 began to slide the drinking surface of the glasses against the table surfaces as he set the glasses around the tables. At 11:34 AM, client #4 smiled, laughed, and stated, "I'm making squeaky noises". The tables, chairs and floor under the dining room tables had not been cleaned or sanitized prior to clients #4 and #8 setting the tables for the noon meal.</p> <p>On 4/7/21 at 1:30 PM, the Program Manager (PM) was interviewed. The PM was asked about infection control and cleaning schedules. The PM stated, "Daily per shift, 3 times a day". The PM indicated the cleaning and disinfecting schedules three times a day should include sweeping the floors, door handles, counters, tables, and chairs.</p> | | | |