

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G353	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 06/08/2021
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NAME OF PROVIDER OR SUPPLIER REM OCCAZIO LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 1012 PARKWAY DR ANDERSON, IN 46012
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W 0000 Bldg. 00	<p>This visit was for the investigation of complaint #IN00353635. This visit included a Covid-19 focused infection control survey.</p> <p>Complaint #IN00353635: Substantiated, Federal and state deficiencies related to the allegation(s) are cited at W149, W153, W154 and W157.</p> <p>Dates of Survey: June 2, 3, 4, 7 and 8, 2021.</p> <p>Facility Number: 000869 Provider Number: 15G353 AIMS Number: 100244230</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 6/21/21.</p>	W 0000		
W 0149 Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS</p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 2 of 3 sampled clients (A and C) plus 3 additional clients (E, G and H), the facility failed to implement its policy and procedures to prevent repeated incidents of physical aggression by FC A (Former Client) A, failed to report incidents of client to client aggression to BDDS (Bureau of Developmental Disabilities Services) within 24 hours of knowledge, failed to thoroughly investigate repeated incidents of physical aggression by FC A and failed to implement effective corrective measures to prevent repeated incidents of physical aggression by FC</p>	W 0149	<p>1. What corrective action will be accomplished?</p> <ul style="list-style-type: none"> The Program Supervisor will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. The Program Director will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal 	07/08/2021

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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A.	<p>Findings include:</p> <p>The facility's BDDS reports and investigations were reviewed on 6/2/21 at 9:26 AM.</p> <p>1. A BDDS report dated 1/15/21 indicated on 1/13/21, "... Staff reported that while they were in the kitchen putting away groceries another individual in the group home stated that [FC A] bit [client C]. Staff went to check on the individuals and the Program Supervisor (PS) was already there. [FC A] wanted the phone while [client C] was still using it. It was not [FC A's] turn to use the phone. This upset [FC A] and he bit [client C] on the arm. [Client C] scratched [FC A] on the hand. The Program Supervisor was able to separate both individuals. Both individuals were checked for injuries. [Client C] had a red mark on his arm and [FC A] had a minor scratch on his hand, which was washed. Both individuals were redirected into other activities. [Client C] finished using the phone and [FC A] was walking down the hallway when he saw [client G] standing by the front door. [FC A] walked up to [client G] and pushed on his shoulder. [Client G] did not retaliate. The program supervisor stated that this is not how we treat our housemates and [FC A] apologized to [client G]. [Client G] was checked for injuries and none were found."</p> <p>-A review of the BDDS report dated 1/15/21 indicated FC A bit client C and pushed client G. The review did not indicate documentation of an investigation regarding the client to client aggression by FC A towards clients C and G.</p> <p>2. A BDDS report dated 1/20/21 indicated on 1/19/21, "... [FC A] and [client E] were eating</p>		<p>observations.</p> <ul style="list-style-type: none"> · Staff meeting/training will be completed by the Area Director, Program Director and Behavior Support Supervisor regarding: Former Client A's BSP, behavior documentation and reportable events. Training to ensure reporting is done at the appropriate times for future events. · The Program Supervisor and Program Director will review progress notes two times weekly for 4 weeks to be sure there are not any incidents noted by the direct support staff that were not reported per the BDDS reporting policy. On-going the Program Supervisor will review progress notes weekly for completeness and content. · The Behavior Clinician will review and monitor behavior documentation weekly. · Former Client A's BSP was revised to address his aggression towards peers and was moved from home on 5-14-2021. · Training will be completed with the Program Director on incident reporting and investigation requirements. · The IDT has met to discuss Former Client A's behavioral concerns. The IDT meets a minimum of bi-weekly and when necessary weekly. · Former Client A has been evaluated by Nueropsych 	

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	<p>dinner with the rest of the individuals on the evening on 1/19/21. Staff reported that [FC A] was not sharing the fruit with the other individuals. [Client E] asked [FC A] to please pass the fruit to him. [FC A] refused to share the fruit and hit [client E]. Staff intervened and [FC A] stopped. Staff reminded [FC A] that we do not put our hands on other individuals. Staff asked [FC A] to keep his hands to himself. Staff checked [client E] for injuries, a red mark was found, but later faded away... IDT (Interdisciplinary Team) meets weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p> <p>-A review of the BDDS report dated 1/20/21 indicated an incident of client to client aggression occurred between FC A and client E. The review did not indicate documentation of an investigation regarding this incident of client to client aggression.</p> <p>3. A BDDS report dated 1/29/21 indicated on 1/25/21, "... Staff reported that while in the kitchen with some of the individuals, [FC A] started to become physically aggressive. [Client E] tried standing in front of [FC A] and [FC A] pushed [client E]. [Client C] saw this and hit [FC A] . Staff tried redirecting all 3 individuals and separating them. [FC A] began being verbally aggressive and yelling at [client C]. [Client C] hit [FC A] and [FC A] hit him back, then [FC A] left the kitchen. [Client C] followed him (FC A) out of the kitchen and both individuals continued hitting each other. Staff prompted them to stop and after the second verbal prompt, they separated and were able to be redirected. Staff checked each individual for injuries and none were found... IDT meets weekly to discuss [FC A's] behavior and meets to discuss [client E] and</p>		<p>Indianapolis since events. Medicine changes have been implemented. Former Client A has been moved to a new home and is currently working with BDDS to move into a waiver home.</p> <p>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> All residents have the potential to be affected by the same deficient practice. The Program Supervisor will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. The Program Director will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. Staff meeting/training will be completed by the Area Director, Program Director and Behavior Support Supervisor regarding: Former Client A's BSP, behavior documentation and reportable events. Training with staff on importance of reporting in a timely manner for future events. The Program Supervisor and Program Director will review 	

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	<p>[client C] when needed...".</p> <p>-A review of the BDDS report dated 1/29/21 indicated an incident of client to client aggression occurred between FC A and clients C and E. The review did not indicate documentation of an investigation regarding this incident of client to client aggression. The review did not indicate the facility reported the incident of client to client aggression occurred between FC A and clients C and E to BDDS within 24 hours of knowledge.</p> <p>4. A BDDS report dated 3/11/21 indicated on 3/9/21, "... Both staff and the program supervisor asked [FC A] to take a shower and he refused. [FC A] started becoming verbally aggressive and was yelling at staff to get out and that he was not taking a shower. [FC A] raised his hand as if he was going to hit them (staff). [Client H] saw this and became upset, he tried stopping [FC A] from hitting staff and [FC A] spit on [client H]. [Client H] started hitting [FC A] and [FC A] started scratching [client H]. [FC A] tried biting [client H] and ripped his shirt. The program supervisor tried to separate the individuals and prompted them to stop fighting. The program supervisor prompted the individuals to stop fighting again. [Client H] stopped hitting [FC A] and the individuals separated and were redirected. The program supervisor checked both individuals for injuries. [Client H] had small scratches on his forehead and nose as well as his upper chest. [FC A] had a small scratch on his leg and hand. Both individuals were cleaned up and antibiotic ointment was put on their scratches... Staff to continue to treat individuals' scratches with first aid... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p>		<p>progress notes two times weekly for 4 weeks to be sure there are not any incidents noted by the direct support staff that were not reported per the BDDS reporting policy. On-going the Program Supervisor will review progress notes weekly for completeness and content.</p> <ul style="list-style-type: none"> The Behavior Clinician will review and monitor behavior documentation weekly. Training will be completed with the Program Director on incident reporting and investigation requirements. The IDT will continue to meet to address behavioral concerns and client needs as necessary. The IDT has implemented monthly staffings to ensure that the team discusses the needs of the residents in the following areas: home, behavior, IDT's needed, family involvement, medical, workshop/day services, financial and adaptive equipment. After the second month the Program Director will send a copy of the notes to the AD and Behavior Supervisor for review. <p>1.What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> The Program Supervisor will do home observations weekly to ensure staff are implementing the 				

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	<p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/9/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- " [FC A] was asked to take a shower by staff and [PS #1]."</p> <p>- " [FC A] told staff get out, he wasn't going. (FC A) started acting like he wanted to hit staff so [client H] intervene (sic) and [FC A] spit on [client H]. [Client H] went after [FC A] and they started fighting. [Client H] got [FC A] on the floor and kept hitting him. PS (#1) tried to get [client H] off of [FC A]. [Client H] was hitting [FC A] and [FC A] was biting and and ripping [client H's] shirt, he (FC A) also scratched his (Client H's) nose area and face..."</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "(PS #1) Nothing, [FC A] needs to stop spitting on others."</p> <p>A review of the PPAQ form dated 3/9/21 indicated FC A became upset when staff asked him to take a shower. The review indicated when FC A threatened to hit staff, client H "intervened" in an attempt to protect staff. The review indicated FC A and client H sustained injuries as a result of the incident of client to client aggression on 3/9/21. The review did not indicate documentation of an investigation regarding this incident of client to client aggression. The review did not indicate</p>		<p>plans of clients, the client's needs are being met and meal observations.</p> <ul style="list-style-type: none"> · The Program Director will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. · Staff meeting/training will be completed by the Area Director, Program Director and Behavior Support Supervisor regarding: Former Client A's BSP, behavior documentation and reportable events. Training with staff on importance of reporting in a timely manner for future events. · The Program Supervisor and Program Director will review progress notes two times weekly for 4 weeks to be sure there are not any incidents noted by the direct support staff that were not reported per the BDDS reporting policy. On-going the Program Supervisor will review progress notes weekly for completeness and content. · The Behavior Clinician will review and monitor behavior documentation weekly. · Training will be completed with the Program Director on incident reporting and investigation requirements. · The IDT will continue to meet to address behavioral concerns and client needs as necessary. · The IDT has implemented 	

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	<p>recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>5. A BDDS report dated 3/18/21 indicated on 3/15/21, "... [Client A] was walking out of his bedroom and was walking into the bedroom after being prompted by the Program Supervisor to take a shower. [FC A] hit [client A] in the back. The program supervisor redirected [FC A] and had him apologize to [client A]. The program supervisor checked [client A] for injuries and found none. The program supervisor checked [client A] for injures and found none. The program supervisor asked [client A] if he was okay and he laughed and left the room...".</p> <p>A review of the BDDS report dated 3/18/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate documentation of an investigation regarding this incident of client to client aggression. The review did not indicate the facility reported the incident of client to client aggression occurred between FC A and client A to BDDS within 24 hours of knowledge. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>6. A BDDS report dated 3/21/21 indicated on 3/18/21, "... [Client A] reported to staff that while in their bedroom [FC A] pushed him onto the bed face first. [Client A] told staff that [FC A] attempted to pull [client A's] pants down. [Client A] said that he pulled his pants back up and came and reported the incident to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being</p>		<p>monthly staffings to ensure that the team discusses the needs of the residents in the following areas: home, behavior, IDT's needed, family involvement, medical, workshop/day services, financial and adaptive equipment. After the second month the Program Director will send a copy of the notes to the AD and Behavior Supervisor for review.</p> <p>1.How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> The Program Supervisor will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. The Program Director will do home observations weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. New staff hired to work at the site will receive client specific training for each individual prior to working a shift. This training includes items such as: client's diets, risk plans, ISP's, BSP's, programming, and medication review. The IDT has implemented monthly staffings to ensure that the team discusses the needs of the residents in the following 	

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	<p>aggressive towards other individuals... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[Client A] came and told staff that [FC A] pushed him on the bed where his butt (buttock) was out and he (client A) was facing the wall and tried to pull down his pants. He (client A) said he pulled his pants up and came out in the hallway then went to tell staff. 'He didn't get to pull my underwear down' [client A] said...".</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Nothing except for trying to keep a better eye on [FC A]."</p> <p>A review of the PPAQ form dated 3/18/21 indicated FC A pushed client A onto a bed and attempted to pull down clients A's pants. The review did not indicate documentation of an investigation regarding this incident of client to client aggression/sexually inappropriate behavior. The review did not indicate the facility reported the incident of client to client aggression/sexually inappropriate behavior between FC A and client A to BDDS within 24 hours of knowledge. The review did not indicate documentation of an investigation regarding this incident of client to client</p>		<p>areas: home, behavior, IDT's needed, family involvement, medical, workshop/day services, financial and adaptive equipment.</p> <ul style="list-style-type: none"> Oversight of the behavior documentation will be completed by the Program Coordinator, QIDP, and Behavior Clinician. Quarterly Health and Safety assessments will be completed by the Program Coordinator and/or the Program Director and forwarded to the Quality Improvement department. These assessments include a review of the environmental needs for the home, review of risk plans, ISP, BSP and client specific training for the residents. The assessment also includes an interview of staff to ensure they know how to properly document, how to report incidents and understanding of BSP's. The Quality Improvement Department and the Area Director will monitor incidents as they are reported to ensure that they are reported timely and that all required incidents are reported to BDDS. New staff hired to work at the site will receive training on reportable incidents, reporting expectations and who to contact. The Behavior Clinician will monitor during their monthly observations. On-going the Area Director will review Program Director's 	

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	<p>aggression/sexually inappropriate behavior. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>7. A BDDS report dated 4/13/21 indicated on 4/11/21, "... [Client A] reported to staff that [FC A] was messing with [client A's] smart TV and when [client A told him to stop [FC A] hit [client A]. [Client A] left the room and went to report the event to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being aggressive towards other individuals... IDT team meet regularly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A review of the BDDS report dated 4/13/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate documentation of an investigation regarding this incident of client to client aggression. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>8. A BDDS report dated 4/19/21 indicated, "... On 4/18/21 [FC A] scratched client C's face. No medical treatment was needed. Staff cleaned the scratches and notified the nurse and [client C's] guardian decided he wanted to press charges due to recent conversations with [client C] about [FC A]. The Program Supervisor called the police and they came to do the report. An alternative environment was suggested to the parents. The guardians of both men did not want to have them go somewhere else to keep them separated. They were afraid it would make them uncomfortable to</p>		<p>weekly supervisory visits forms and will follow up with the appropriate individual to ensure the concerns are addressed.</p> <p>· Former Client A has been moved to a new home and is currently looking at placement in Waiver setting.</p> <p>1.What is the date by which the systemic changes will be completed? July 8th, 2021</p>	

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	<p>be out of their environment. The team suggested a psych (psychiatric) evaluation for [FC A] due to recent behaviors and his (FC A's) guardian did not feel it was needed at the time. [Client C's] Mom packed him up for the night... The IDT has met and [FC A's] guardian has agreed to let him get an evaluation... Mentor will revise both individual's BSPs (Behavior Support Plan) and meet biweekly for [FC A]."</p> <p>-A PPAQ form dated 4/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "Staff [Staff #1] called me at 4:37 PM. to tell me [FC A] came in living room and [client C] got upset and told him (Client C) to shut up. [FC A] came after him and they got into a scuffle. [Client C's] face (sic) scratched up. They were separated and police were called by family (Dad)."</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "(PS #1) [FC A] comes in the living room messing with other peers often."</p> <p>A PPAQ form dated 4/18/21 and completed by staff #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[FC A] went to staff (Me). [Client C] told [FC A] to leave me alone. [FC A] told him (client C) to 'shut the [expletive] up or I'm going to</p>			

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	<p>[expletive] hit you.' [FC A] went to hit [client C]. [Client C] blocked the hit... [FC A] scratched [client C's] face up (sic). The fight was able to be stopped."</p> <p>- "Was there any injury?"</p> <p>- "(Staff #1) [Client C] scratches on his face. First Aid was done (sic)."</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Keep them apart."</p> <p>- A review of the PPAQ forms indicated an incident of client to client aggression between FC A and client C occurred on 4/18/21. The review indicated client C sustained scratches to his face. The review indicated client C's father asked for the Police to be called to report client C's injuries. The review did not indicate documentation of a thorough investigation. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>9. A BDDS report dated 4/25/21 indicated on 4/23/21, "... While individuals were in the living room waiting on transport to take them to Day Services, [FC A] became upset when [client A] said a curse word. [Client A] was not curing (sic) at [FC A], but [FC A] told [client A] to stop or he (FC A) would escort [client A] to his room. [FC A] went over to [client A] and reached out to him and [client A] grabbed [FC A] and bent his fingers back. Staff came over and prompted the individuals to separate and [FC A] then turned and ran out of the room. [Client A] chased [FC A] down the hallway, pushed him down, and stomped</p>			

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	<p>on [FC A's] head. Both staff followed and one of the staff was able to separate the individuals. Staff called their program supervisor and 911 (Emergency Services) in order to have [FC A] evaluated for possible head injury. The police and EMS (Emergency Medical Services) came to the group home. The police spoke to the individuals and staff about what happened. [FC A] refused to go in the ambulance to the ER (Emergency Room), so the Program Supervisor took him to be evaluated. [FC A's] vitals were found to be within normal limits and after the ER doctor assessed him (FC A) all that was found was a scratch to the right forearm. [FC A] was released back to the group home...".</p> <p>Individual Interview forms dated 4/23/21 indicated the following:</p> <p>-"Individual Interviewed: [Staff #2], DSP (Direct Support Professional)...</p> <p>-(Staff #2) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #2) "Stated she was sitting in the living room with the individuals waiting for transport at 6:30 am."</p> <p>-(Staff #2) "Stated she heard [client A] using profanity but he was not cursing at [FC A]."</p> <p>-(Staff #2) "Stated that [FC A] told [client A] to stop it or he would escort [client A] to his bedroom."</p> <p>-(Staff #2) "Stated that [FC A] walked over to [client A] and reached out to grab him, but [client A] grabbed [FC A's] hand and bent his fingers back."</p>			

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	<p>-(Staff #2) "Stated she (staff #2) tried to intervene but [FC A] ran down the hallway past the med. room and [client A] chased him."</p> <p>-(Staff #2) "Stated that the other staff, [staff #3], saw both guys running down the hallway and came out of the med. room to see what was happening."</p> <p>-(Staff #2) "Stated that [client A] pushed [FC A] and [FC A] hit his head on the ground."</p> <p>-(Staff #2) "Stated that [client A] stomped on [FC A's] head two times before [staff #3] was able to separate the individuals..."</p> <p>-"Individual Interviewed: [Staff #3], DSP ..."</p> <p>-(Staff #3) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #3) "Stated was passing med's in the staff office at 6:30 am."</p> <p>-(Staff #3) "Stated she saw [FC A] running down the hallway past the med. room and that [client A] was chasing him."</p> <p>-(Staff #3) "Stated she got up to see what was happening and that she saw [client A] catch up to [FC A] and push him to the ground."</p> <p>-(Staff #3) "Stated that [client A] stomped on [FC A's] head two times before she was able to get them and separate the individuals."</p> <p>-(Staff #3) "Stated [FC A] hit his head on the floor when he fell..."</p>			

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	<p>-"Individual Interviewed: [Client A], Individual ...".</p> <p>-(Client A) "Stated he was at [name of group home] on 4-23-21."</p> <p>-(Client A) "Stated he was laying on the couch making noises."</p> <p>-(Client A) "Stated [FC A] tried to hit him."</p> <p>-(Client A) "Stated he ran after [FC A], threw him on the floor, and stomped on [FC A's] face with his foot."</p> <p>-(Client A) "Stated he didn't have shoes on."</p> <p>-(Client A) "Stated that [staff #3] saw what happened and calmed him down."</p> <p>-(Client A) "Stated that [staff #3] was in the staff office passing med's."</p> <p>-(Client A) "Stated he threw [FC A] down and stomped on him because he (client A) felt rage from stuff that [FC A] had done to him in the past."</p> <p>-(Client A) "Stated he was angry from things [FC A] has done to him before. (Past peer to peer incidents)...".</p> <p>A review of the BDDS report and Individual Interview statements dated 4/25/21 and 4/23/21 indicated client A pushed FC A down to the floor and kicked FC A in the face. The review did not indicate documentation of a thorough investigation. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p>			

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	<p>10. A BDDS report dated 5/12/21 indicated, "... On 5-11-21 IN (Indiana) Mentor received a complaint regarding [FC A's] behavior toward [client A]. The complainant alleged that [FC A] was being physically abusive towards [client A]. The complainant alleged that [FC A] has slapped and hit [client A]. That [FC A] has defecated and urinated in [client A's] room (the two individuals were roommates) causing the room to smell. The complainant expressed concerns over the volume of [FC A's] television in the room. The complainant also indicated that [FC A] had touched [client A] inappropriately... The two men were separated from rooming together on 5-11-21 with [FC A's] guardian to discuss other possible placement options; waiver (supported living) services were discussed and the guardian agreed to peruse (sic) as that might be a more appropriate fit for [FC A]..."</p> <p>-A review of the BDDS report dated 5/12/21 indicated the facility received a complaint alleging FC A was physically abusive to client A. The review indicated the facility received a complaint alleging FC A touched client A inappropriately. The review did not indicate documentation of a thorough investigation regarding allegations of physical abuse and inappropriate sexual contact by FC A towards client A. The review indicated the facility moved FC A out of client A's bedroom on 5/11/21.</p> <p>11. A BDDS report dated 5/12/21 indicated, "... On 5-12-21 a representative from APS (Adult Protective Services) arrived at the home. The APS staff indicated that they were there to complete an investigation regarding [client C] and [FC A]. Per APS reports the mother of [client C] notified them of concerns to [client</p>			

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	<p>C's] safety due to [FC A] residing in the home. APS referenced that his mother informed them of an incident in which [FC A] was physically aggressive toward[client C] and scratched [client C's] face... IDT met on 5/12/21 with [FC A's] guardian to discuss potential placement options due to the APS concerns in the home between the two men. Guardian for [FC A] was open to exploring a different group home option while the waiver process was being completed. Documents to start the waiver process were provided by IN Mentor to BDDS for [FC A] on 5-12-21. On 5-13-21 [FC A's] guardians toured (sic) another group home option and agreed that the home would be a good fit for [FC A]. The LOC (Level of Care) was completed by BDDS for [FC A] on an emergency basis and approved 5-13-21. Transition meeting was (sic) completed with guardian, Mentor and BDDS on 5-13-21. Staff training for [FC A] with the staff at the new home is being completed on 5-14-21. [FC A] will move into his new home on 5-14-21."</p> <p>A review of the BDDS report dated 5/12/21 indicated the facility received a complaint regarding allegations of physical abuse by FC A towards client C. The review did not indicate documentation of a thorough investigation. The review indicated FC A was moved to a new group home on 5/14/21.</p> <p>FC A was no longer a resident at the group home and was not able to be interviewed.</p> <p>Client A was interviewed on 6/2/21 at 6:54 AM. Client A was asked if FC A had ever hit him. Client A stated, "Yes, like a lot of times." Client A was asked if FC A had hit any of the other clients. Client A stated, "Yes, everybody but [client B]." Client A was asked if any clients had</p>			

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	<p>sustained injuries as a result of physical aggression by FC A. Client A stated, "Yes, [client C] had a scar on his head and there were scratches on [client H's] face." Client A was asked if he was afraid of FC A. Client A stated, "Probably just nervous that he would attack someone again."</p> <p>Client D was interviewed on 6/2/21 at 7:05 AM. Client D was asked if FC A had ever hit him. Client D stated, "No, he threatened me. If I used a stern voice he would stop. He was doing that everyday since he got here." Client D was asked if FC A had hit any of the other clients. Client D stated, "I've heard he hit the other guys but I never seen it."</p> <p>Client B was interviewed on 6/2/21 at 7:29 AM. Client B was asked if client C had ever been hurt by FC A. Client B stated, "Yes, I seen him one time he scratched [client C's] face. it was pretty bad."</p> <p>Client G was interviewed on 6/2/21 at 7:39 AM. Client G was asked if FC A had ever hit him. Client G stated, "Yes, I had to defend myself one time. After that he was afraid of me. He stopped messing with me." Client G if he had seen FC A hit any of the other clients. Client G stated, "A couple of times. He scratched [client C] real good. Pretty much all of the guys in the house had to defend themselves from him."</p> <p>Client C was interviewed on 6/2/21 at 7:52 AM. Client C was asked if FC A had hit him. Client C stated, "Yes."</p> <p>Staff #4 was interviewed on 6/2/21 at 6:37 AM. Staff #4 was asked why FC A was no longer a resident at the group home. Staff #4 stated, "Kind</p>			

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	<p>of a list of things. Him not being able to get along with everybody. Kind of like for the safety of everybody." Staff #4 was asked FC A was aggressive towards the other clients. Staff #4 stated, "Yes he would slap, he would punch."</p> <p>Staff #5 was interviewed on 6/2/21 at 8:08 AM. Staff #5 was asked if she had seen FC A hit any of the other clients. Staff #5 stated, "I did. He was pretty consistent with it." Staff #5 was asked if she had seen FC A scratch client C's face. Staff #5 stated, "I saw the aftermath of it. I remember one of them was pretty deep. But it was [client H]. Client H was scratched up bad." Staff #5 was asked how often FC A would physically aggress towards his housemates. Staff #5 stated, "It happened several times a week. They never knew when he was going to do something."</p> <p>RD (Regional Director) #1 was interviewed on 6/2/21 at 2:00 PM. RD #1 was asked why FC A was moved out of the group home on 5/14/21. RD #1 stated, "Because of the increase in physical aggression and we had family members that requested he move." RD #1 was asked why FC A was moved out of the room with client A. RD #1 stated, "We separated the two of them because [client A's] grandmother called in a concern and requested they not room together any longer." RD #1 indicated the facility could not provide documentation of any complete, thorough investigations regarding incidents of client to client aggression, allegations of physical abuse by FC A towards client C or regarding allegations of physical abuse and inappropriate touching by FC A towards client A. RD #1 indicated the facility's policy on prevention of abuse, neglect and mistreatment should be implemented as written. RD #1 indicated all allegations of abuse, neglect and</p>			

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W 0153 Bldg. 00	<p>mistreatment should be reported immediately to the administrator and to BDDS within 24 hours.</p> <p>The facility's policy's and procedures were reviewed on 6/4/21 at 10:00 AM. The facility's Quality and Risk Management Policy dated September 2017 indicated the following:</p> <p>"Indiana Mentor promotes a high quality of service and seeks to protect individuals receiving Indiana Mentor services through oversight of management procedures and company operations, close monitoring of service delivery and through a process of identifying, evaluating and reducing risk to which individuals are exposed."</p> <p>"Indiana Mentor follows the BDDS Incident Reporting policy as outlined in the Provider Standards. An incident described as follows shall be reported to the BDDS on the incident report form prescribed by the BDDS."</p> <p>1. Alleged, suspected or actual abuse, neglect, or exploitation of an individual. An incident in this category shall also be reported to Adult Protective Services of Child Protective Services as applicable.</p> <p>e. Failure to provide appropriate supervision, care or training; ...".</p> <p>This federal tag relates to complaint #IN00353635.</p> <p>9-3-2(a)</p> <p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of</p>				

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	<p>mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures.</p> <p>Based on record review and interview for 3 of 20 allegations of abuse, neglect and mistreatment reviewed, the facility failed to report incidents of client to client aggression regarding FC (Former Client) A towards clients A, C and E to BDDS (Bureau of Developmental Disabilities Services) within 24 hours of knowledge.</p> <p>Findings include:</p> <p>The facility's BDDS reports and investigations were reviewed on 6/2/21 at 9:26 AM.</p> <p>1. A BDDS report dated 1/29/21 indicated on 1/25/21, "... Staff reported that while in the kitchen with some of the individuals, [FC A] started to become physically aggressive. [Client E] tried standing in front of [FC A] and [FC A] pushed [client E]. [Client C] saw this and hit [FC A] . Staff tried redirecting all 3 individuals and separating them. [FC A] began being verbally aggressive and yelling at [client C]. [Client C] hit [FC A] and [FC A] hit him back, then [FC A] left the kitchen. [Client C] followed him (FC A) out of the kitchen and both individuals continued hitting each other. Staff prompted them to stop and after the second verbal prompt, they separated and were able to be redirected. Staff checked each individual for injuries and none were found... IDT meets weekly to discuss [FC A's] behavior and meets to discuss [client E] and [client C] when needed...".</p> <p>-A review of the BDDS report dated 1/29/21 indicated an incident of client to client</p>	W 0153	<p>1. What corrective action will be accomplished?</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Abuse, neglect and exploitation policy o Incident reporting expectations <p>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> · All residents have the potential to be affected by the same deficient practice. · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Abuse, neglect and exploitation policy o Incident reporting expectations <p>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Abuse, neglect and exploitation policy 	07/08/2021

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	<p>aggression occurred between FC A and clients C and E. The review did not indicate the facility reported the incident of client to client aggression occurred between FC A and clients C and E to BDDS within 24 hours of knowledge.</p> <p>2. A BDDS report dated 3/18/21 indicated on 3/15/21, "... [Client A] was walking out of his bedroom and was walking into the bedroom after being prompted by the Program Supervisor to take a shower. [FC A] hit [client A] in the back. The program supervisor redirected [FC A] and had him apologize to [client A]. The program supervisor checked [client A] for injuries and found none. The program supervisor checked [client A] for injures and found none. The program supervisor asked [client A] if he was okay and he laughed and left the room...".</p> <p>A review of the BDDS report dated 3/18/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate the facility reported the incident of client to client aggression occurred between FC A and client A to BDDS within 24 hours of knowledge.</p> <p>3. A BDDS report dated 3/21/21 indicated on 3/18/21, "... [Client A] reported to staff that while in their bedroom [FC A] pushed him onto the bed face first. [Client A] told staff that [FC A] attempted to pull [client A's] pants down. [Client A] said that he pulled his pants back up and came and reported the incident to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being aggressive towards other individuals... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss</p>		<p>o Incident reporting expectations</p> <p>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> · The Quality Improvement Department and the Area Director will monitor incidents as they are reported to ensure that they are reported timely and that all required incidents are reported to BDDS. · The Program Supervisor and Program Director will review progress notes two times weekly for 4 weeks to be sure there are not any incidents noted by the direct support staff that were not reported per the BDDS reporting policy. On-going the Program Supervisor will review progress notes weekly for completeness and content. · Oversight of the behavior documentation will be completed by the Program Coordinator, QIDP, Behavior Clinician. · The Behavior Clinician will monitor during their monthly observations. · Former Client A has been moved to a new home and is currently looking at placement in Waiver setting. <p>5. What is the date by which the systemic changes will be completed?</p>	

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	<p>[client A] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[Client A] came and told staff that [FC A] pushed him on the bed where his butt (buttock) was out and he (client A) was facing the wall and tried to pull down his pants. He (client A) said he pulled his pants up and came out in the hallway then went to tell staff. 'He didn't get to pull my underwear down' [client A] said...".</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Nothing except for trying to keep a better eye on [FC A]."</p> <p>A review of the PPAQ form dated 3/18/21 indicated FC A pushed client A onto a bed and attempted to pull down clients A's pants. The The review did not indicate the facility reported the incident of client to client aggression/sexually inappropriate behavior between FC A and client A to BDDS within 24 hours of knowledge.</p> <p>RD (Regional Director) #1 was interviewed on 6/2/21 at 2:00 PM. RD #1 was asked why FC A was moved out of the group home on 5/14/21. RD #1 stated, "Because of the increase in physical aggression and we had family members that requested he move." RD #1 was asked why FC A was moved out of the room with client A. RD #1 stated, "We separated the two of them</p>		July 8th, 2021	

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W 0154 Bldg. 00	<p>because [client A's] grandmother called in a concern and requested they not room together any longer." RD #1 indicated all allegations of abuse, neglect and mistreatment should be reported immediately to the administrator and to BDDS within 24 hours.</p> <p>This federal tag relates to complaint #IN00353635.</p> <p>9-3-2(a)</p> <p>483.420(d)(3)</p> <p>STAFF TREATMENT OF CLIENTS</p> <p>The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 11 of 20 allegations of abuse, neglect and mistreatment reviewed, the facility failed to thoroughly investigate several incidents of client to client aggression regarding FC A towards clients A, C, E, G and H, allegations of physical abuse by FC A and an allegation of inappropriate sexual behavior regarding FC A towards client A.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 6/2/21 at 9:26 AM.</p> <p>1. A BDDS report dated 1/15/21 indicated on 1/13/21, "... Staff reported that while they were in the kitchen putting away groceries another individual in the group home stated that [FC A] bit [client C]. Staff went to check on the individuals and the Program Supervisor (PS) was already there. [FC A] wanted the phone while [client C] was still using it. It was not [FC A's] turn to use the phone. This upset [FC A] and he</p>	W 0154	<p>1. What corrective action will be accomplished?</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Investigation expectations o Components of a thorough investigation <p>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> · All residents have the potential to be affected by the same deficient practice. · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Investigation expectations o Components of a thorough investigation 	07/08/2021

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	<p>bit [client C] on the arm. [Client C] scratched [FC A] on the hand. The Program Supervisor was able to separate both individuals. Both individuals were checked for injuries. [Client C] had a red mark on his arm and [FC A] had a minor scratch on his hand, which was washed. Both individuals were redirected into other activities. [Client C] finished using the phone and [FC A] was walking down the hallway when he saw [client G] standing by the front door. [FC A] walked up to [client G] and pushed on his shoulder. [Client G] did not retaliate. The program supervisor stated that this is not how we treat our housemates and [FC A] apologized to [client G]. [Client G] was checked for injuries and none were found."</p> <p>-A review of the BDDS report dated 1/15/21 indicated FC A bit client C and pushed client G. The review did not indicate documentation of an investigation regarding the client to client aggression by FC A towards clients C and G.</p> <p>2. A BDDS report dated 1/20/21 indicated on 1/19/21, "... [FC A] and [client E] were eating dinner with the rest of the individuals on the evening on 1/19/21. Staff reported that [FC A] was not sharing the fruit with the other individuals. [Client E] asked [FC A] to please pass the fruit to him. [FC A] refused to share the fruit and hit [client E]. Staff intervened and [FC A] stopped. Staff reminded [FC A] that we do not put our hands on other individuals. Staff asked [FC A] to keep his hands to himself. Staff checked [client E] for injuries, a red mark was found, but later faded away... IDT (Interdisciplinary Team) meets weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p> <p>-A review of the BDDS report dated 1/20/21</p>		<p>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Investigation expectations o Components of a thorough investigation <p>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> · The Quality Improvement Department and the Area Director will monitor incidents as they are reported to ensure that they are reported timely and that all required incidents are reported to BDDS. · Area Director and/or Quality Assurance will review investigations for thoroughness. · All abuse and neglect investigations will be reviewed by the Quality Improvement Specialist or her designee to ensure the investigations are thorough. · All investigations that are not considered abuse and neglect will be reviewed by the Area Director or her designee to ensure the investigations are thorough · Former Client A has been moved to a new home and is currently looking at placement in Waiver setting. 				

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	<p>indicated an incident of client to client aggression occurred between FC A and client E. The review did not indicate documentation of an investigation regarding this incident of client to client aggression.</p> <p>3. A BDDS report dated 1/29/21 indicated on 1/25/21, "... Staff reported that while in the kitchen with some of the individuals, [FC A] started to become physically aggressive. [Client E] tried standing in front of [FC A] and [FC A] pushed [client E]. [Client C] saw this and hit [FC A] . Staff tried redirecting all 3 individuals and separating them. [FC A] began being verbally aggressive and yelling at [client C]. [Client C] hit [FC A] and [FC A] hit him back, then [FC A] left the kitchen. [Client C] followed him (FC A) out of the kitchen and both individuals continued hitting each other. Staff prompted them to stop and after the second verbal prompt, they separated and were able to be redirected. Staff checked each individual for injuries and none were found... IDT meets weekly to discuss [FC A's] behavior and meets to discuss [client E] and [client C] when needed...".</p> <p>-A review of the BDDS report dated 1/29/21 indicated an incident of client to client aggression occurred between FC A and clients C and E. The review did not indicate documentation of an investigation regarding this incident of client to client aggression.</p> <p>4. A BDDS report dated 3/11/21 indicated on 3/9/21, "... Both staff and the program supervisor asked [FC A] to take a shower and he refused. [FC A] started becoming verbally aggressive and was yelling at staff to get out and that he was not taking a shower. [FC A] raised his hand as if he was going to hit them (staff). [Client H] saw this</p>		<p>5. What is the date by which the systemic changes will be completed? July 8th, 2021</p>	

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	<p>and became upset, he tried stopping [FC A] from hitting staff and [FC A] spit on [client H]. [Client H] started hitting [FC A] and [FC A] started scratching [client H]. [FC A] tried biting [client H] and ripped his shirt. The program supervisor tried to separate the individuals and prompted them to stop fighting. The program supervisor prompted the individuals to stop fighting again. [Client H] stopped hitting [FC A] and the individuals separated and were redirected. The program supervisor checked both individuals for injuries. [Client H] had small scratches on his forehead and nose as well as his upper chest. [FC A] had a small scratch on his leg and hand. Both individuals were cleaned up and antibiotic ointment was put on their scratches... Staff to continue to treat individuals' scratches with first aid... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/9/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>-"Please describe what was observed during the incident in detail below:"</p> <p>-" [FC A] was asked to take a shower by staff and [PS #1]."</p> <p>-" [FC A] told staff get out, he wasn't going. (FC A) started acting like he wanted to hit staff so [client H] intervene (sic) and [FC A] spit on [client H]. [Client H] went after [FC A] and they started fighting. [Client H] got [FC A] on the floor and kept hitting him. PS (#1) tried to get [client H] off of [FC A]. [Client H] was hitting [FC A] and [FC A] was biting and and ripping</p>			

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	<p>[client H's] shirt, he (FC A) also scratched his (Client H's) nose area and face..."</p> <p>-"What could have been done differently to prevent a future incident?"</p> <p>-"(PS #1) Nothing, [FC A] needs to stop spitting on others."</p> <p>A review of the PPAQ form dated 3/9/21 indicated FC A became upset when staff asked him to take a shower. The review indicated when FC A threatened to hit staff, client H "intervened" in an attempt to protect staff. The review indicated FC A and client H sustained injuries as a result of the incident of client to client aggression on 3/9/21. The review did not indicate documentation of an investigation regarding this incident of client to client aggression.</p> <p>5. A BDDS report dated 3/18/21 indicated on 3/15/21, "... [Client A] was walking out of his bedroom and was walking into the bedroom after being prompted by the Program Supervisor to take a shower. [FC A] hit [client A] in the back. The program supervisor redirected [FC A] and had him apologize to [client A]. The program supervisor checked [client A] for injuries and found none. The program supervisor checked [client A] for injures and found none. The program supervisor asked [client A] if he was okay and he laughed and left the room..."</p> <p>A review of the BDDS report dated 3/18/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate documentation of an investigation regarding this incident of client to client aggression. The review did not indicate</p>			

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	<p>recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>6. A BDDS report dated 3/21/21 indicated on 3/18/21, "... [Client A] reported to staff that while in their bedroom [FC A] pushed him onto the bed face first. [Client A] told staff that [FC A] attempted to pull [client A's] pants down. [Client A] said that he pulled his pants back up and came and reported the incident to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being aggressive towards other individuals... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[Client A] came and told staff that [FC A] pushed him on the bed where his butt (buttock) was out and he (client A) was facing the wall and tried to pull down his pants. He (client A) said he pulled his pants up and came out in the hallway then went to tell staff. 'He didn't get to pull my underwear down' [client A] said...".</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Nothing except for trying to keep a better eye on [FC A]."</p>			

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	<p>A review of the PPAQ form dated 3/18/21 indicated FC A pushed client A onto a bed and attempted to pull down clients A's pants. The review did not indicate documentation of an investigation regarding this incident of client to client aggression/sexually inappropriate behavior. The review did not indicate documentation of an investigation regarding this incident of client to client aggression/sexually inappropriate behavior.</p> <p>7. A BDDS report dated 4/13/21 indicated on 4/11/21, "... [Client A] reported to staff that [FC A] was messing with [client A's] smart TV and when [client A told him to stop [FC A] hit [client A]. [Client A] left the room and went to report the event to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being aggressive towards other individuals... IDT team meet regularly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A review of the BDDS report dated 4/13/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate documentation of an investigation regarding this incident of client to client aggression.</p> <p>8. A BDDS report dated 4/19/21 indicated, "... On 4/18/21 [FC A] scratched client C's face. No medical treatment was needed. Staff cleaned the scratches and notified the nurse and [client C's] guardian decided he wanted to press charges due to recent conversations with [client C] about [FC A]. The Program Supervisor called the police and they came to do the report. An alternative</p>			

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	<p>environment was suggested to the parents. The guardians of both men did not want to have them go somewhere else to keep them separated. They were afraid it would make them uncomfortable to be out of their environment. The team suggested a psych (psychiatric) evaluation for [FC A] due to recent behaviors and his (FC A's) guardian did not feel it was needed at the time. [Client C's] Mom packed him up for the night... The IDT has met and [FC A's] guardian has agreed to let him get an evaluation... Mentor will revise both individual's BSPs (Behavior Support Plan) and meet biweekly for [FC A]."</p> <p>-A PPAQ form dated 4/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>-"Please describe what was observed during the incident in detail below:"</p> <p>-"Staff [Staff #1] called me at 4:37 PM. to tell me [FC A] came in living room and [client C] got upset and told him (Client C) to shut up. [FC A] came after him and they got into a scuffle. [Client C's] face (sic) scratched up. They were separated and police were called by family (Dad)."</p> <p>-"What could have been done differently to prevent a future incident?"</p> <p>-"(PS #1) [FC A] comes in the living room messing with other peers often."</p> <p>A PPAQ form dated 4/18/21 and completed by staff #1 indicated the following:</p> <p>-"Please describe what was observed during the incident in detail below:"</p>			

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	<p>-"[FC A] went to staff (Me). [Client C] told [FC A] to leave me alone. [FC A] told him (client C) to 'shut the [expletive] up or I'm going to [expletive] hit you.' [FC A] went to hit [client C]. [Client C] blocked the hit... [FC A] scratched [client C's] face up (sic). The fight was able to be stopped."</p> <p>-"Was there any injury?"</p> <p>-"(Staff #1) [Client C] scratches on his face. First Aid was done (sic)."</p> <p>-"What could have been done differently to prevent a future incident?"</p> <p>-"Keep them apart."</p> <p>-A review of the PPAQ forms indicated an incident of client to client aggression between FC A and client C occurred on 4/18/21. The review indicated client C sustained scratches to his face. The review indicated client C's father asked for the Police to be called to report client C's injuries. The review did not indicate documentation of a thorough investigation.</p> <p>9. A BDDS report dated 4/25/21 indicated on 4/23/21,"... While individuals were in the living room waiting on transport to take them to Day Services, [FC A] became upset when [client A] said a curse word. [Client A] was not curing (sic) at [FC A] , but [FC A] told [client A] to stop or he (FC A) would escort [client A] to his room. [FC A] went over to [client A] and reached out to him and [client A] grabbed [FC A] and bent his fingers back. Staff came over and prompted the individuals to separate and [FC A] then turned and ran out of the room. [Client A] chased [FC A]</p>			

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	<p>down the hallway, pushed him down, and stomped on [FC A's] head. Both staff followed and one of the staff was able to separate the individuals. Staff called their program supervisor and 911 (Emergency Services) in order to have [FC A] evaluated for possible head injury. The police and EMS (Emergency Medical Services) came to the group home. The police spoke to the individuals and staff about what happened. [FC A] refused to go in the ambulance to the ER (Emergency Room), so the Program Supervisor took him to be evaluated. [FC A's] vitals were found to be within normal limits and after the ER doctor assessed him (FC A) all that was found was a scratch to the right forearm. [FC A] was released back to the group home...".</p> <p>Individual Interview forms dated 4/23/21 indicated the following:</p> <p>-"Individual Interviewed: [Staff #2], DSP (Direct Support Professional)...</p> <p>-(Staff #2) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #2) "Stated she was sitting in the living room with the individuals waiting for transport at 6:30 am."</p> <p>-(Staff #2) "Stated she heard [client A] using profanity but he was not cursing at [FC A]."</p> <p>-(Staff #2) "Stated that [FC A] told [client A] to stop it or he would escort [client A] to his bedroom."</p> <p>-(Staff #2) "Stated that [FC A] walked over to [client A] and reached out to grab him, but [client A] grabbed [FC A's] hand and bent his fingers</p>			

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	<p>back."</p> <p>-(Staff #2) "Stated she (staff #2) tried to intervene but [FC A] ran down the hallway past the med. room and [client A] chased him."</p> <p>-(Staff #2) "Stated that the other staff, [staff #3], saw both guys running down the hallway and came out of the med. room to see what was happening."</p> <p>-(Staff #2) "Stated that [client A] pushed [FC A] and [FC A] hit his head on the ground."</p> <p>-(Staff #2) "Stated that [client A] stomped on [FC A's] head two times before [staff #3] was able to separate the individuals..."</p> <p>-"Individual Interviewed: [Staff #3], DSP ..."</p> <p>-(Staff #3) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #3) "Stated was passing med's in the staff office at 6:30 am."</p> <p>-(Staff #3) "Stated she saw [FC A] running down the hallway past the med. room and that [client A] was chasing him."</p> <p>-(Staff #3) "Stated she got up to see what was happening and that she saw [client A] catch up to [FC A] and push him to the ground."</p> <p>-(Staff #3) "Stated that [client A] stomped on [FC A's] head two times before she was able to get them and separate the individuals."</p> <p>-(Staff #3) "Stated [FC A] hit his head on the floor when he fell..."</p>			

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	<p>-"Individual Interviewed: [Client A], Individual ...".</p> <p>-(Client A) "Stated he was at [name of group home] on 4-23-21."</p> <p>-(Client A) "Stated he was laying on the couch making noises."</p> <p>-(Client A) "Stated [FC A] tried to hit him."</p> <p>-(Client A) "Stated he ran after [FC A], threw him on the floor, and stomped on [FC A's] face with his foot."</p> <p>-(Client A) "Stated he didn't have shoes on."</p> <p>-(Client A) "Stated that [staff #3] saw what happened and calmed him down."</p> <p>-(Client A) "Stated that [staff #3] was in the staff office passing med's."</p> <p>-(Client A) "Stated he threw [FC A] down and stomped on him because he (client A) felt rage from stuff that [FC A] had done to him in the past."</p> <p>-(Client A) "Stated he was angry from things [FC A] has done to him before. (Past peer to peer incidents)...".</p> <p>A review of the BDDS report and Individual Interview statements dated 4/25/21 and 4/23/21 indicated client A pushed FC A down to the floor and kicked FC A in the face. The review did not indicate documentation of a thorough investigation.</p> <p>10. A BDDS report dated 5/12/21 indicated, "..."</p>			

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	<p>On 5-11-21 IN (Indiana) Mentor received a complaint regarding [FC A's] behavior toward [client A]. The complainant alleged that [FC A] was being physically abusive towards [client A]. The complainant alleged that [FC A] has slapped and hit [client A]. That [FC A] has defecated and urinated in [client A's] room (the two individuals were roommates) causing the room to smell. The complainant expressed concerns over the volume of [FC A's] television in the room. The complainant also indicated that [FC A] had touched [client A] inappropriately... The two men were separated from rooming together on 5-11-21 with [FC A's] guardian to discuss other possible placement options; waiver (supported living) services were discussed and the guardian agreed to peruse (sic) as that might be a more appropriate fit for [FC A]...".</p> <p>-A review of the BDDS report dated 5/12/21 indicated the facility received a complaint alleging FC A was physically abusive to client A. The review indicated the facility received a complaint alleging FC A touched client A inappropriately. The review did not indicate documentation of a thorough investigation regarding allegations of physical abuse and inappropriate sexual contact by FC A towards client A. The review indicated the facility moved FC A out of client A's bedroom on 5/11/21.</p> <p>11. A BDDS report dated 5/12/21 indicated, "... On 5-12-21 a representative from APS (Adult Protective Services) arrived at the home. The APS staff indicated that they were there to complete an investigation regarding [client C] and [FC A]. Per APS reports the mother of [client C] notified them of concerns to [client C's] safety due to [FC A] residing in the home. APS referenced that his mother informed them</p>			

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	<p>of an incident in which [FC A] was physically aggressive toward[client C] and scratched [client C's] face... IDT met on 5/12/21 with [FC A's] guardian to discuss potential placement options due to the APS concerns in the home between the two men. Guardian for [FC A] was open to exploring a different group home option while the waiver process was being completed. Documents to start the waiver process were provided by IN Mentor to BDDS for [FC A] on 5-12-21. On 5-13-21 [FC A's] guardians toured (sic) another group home option and agreed that the home would be a good fit for [FC A]. The LOC (Level of Care) was completed by BDDS for [FC A] on an emergency basis and approved 5-13-21. Transition meeting was (sic) completed with guardian, Mentor and BDDS on 5-13-21. Staff training for [FC A] with the staff at the new home is being completed on 5-14-21. [FC A] will move into his new home on 5-14-21."</p> <p>A review of the BDDS report dated 5/12/21 indicated the facility received a complaint regarding allegations of physical abuse by FC A towards client C. The review did not indicate documentation of a thorough investigation. The review indicated FC A was moved to a new group home on 5/14/21.</p> <p>FC A was no longer a resident at the group home and was not able to be interviewed.</p> <p>Client A was interviewed on 6/2/21 at 6:54 AM. Client A was asked if FC A had ever hit him. Client A stated, "Yes, like a lot of times." Client A was asked if FC A had hit any of the other clients. Client A stated, "Yes, everybody but [client B]." Client A was asked if any clients had sustained injuries as a result of physical aggression by FC A. Client A stated, "Yes, [client</p>			

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	<p>C] had a scar on his head and there were scratches on [client H's] face." Client A was asked if he was afraid of FC A. Client A stated, "Probably just nervous that he would attack someone again."</p> <p>Client D was interviewed on 6/2/21 at 7:05 AM. Client D was asked if FC A had ever hit him. Client D stated, "No, he threatened me. If I used a stern voice he would stop. He was doing that everyday since he got here." Client D was asked if FC A had hit any of the other clients. Client D stated, "I've heard he hit the other guys but I never seen it."</p> <p>Client B was interviewed on 6/2/21 at 7:29 AM. Client B was asked if client C had ever been hurt by FC A. Client B stated, "Yes, I seen him one time he scratched [client C's] face. it was pretty bad."</p> <p>Client G was interviewed on 6/2/21 at 7:39 AM. Client G was asked if FC A had ever hit him. Client G stated, "Yes, I had to defend myself one time. After that he was afraid of me. He stopped messing with me." Client G if he had seen FC A hit any of the other clients. Client G stated, "A couple of times. He scratched [client C] real good. Pretty much all of the guys in the house had to defend themselves from him."</p> <p>Client C was interviewed on 6/2/21 at 7:52 AM. Client C was asked if FC A had hit him. Client C stated, "Yes."</p> <p>Staff #4 was interviewed on 6/2/21 at 6:37 AM. Staff #4 was asked why FC A was no longer a resident at the group home. Staff #4 stated, "Kind of a list of things. Him not being able to get along with everybody. Kind of like for the safety</p>			

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	<p>of everybody." Staff #4 was asked FC A was aggressive towards the other clients. Staff #4 stated, "Yes he would slap, he would punch."</p> <p>Staff #5 was interviewed on 6/2/21 at 8:08 AM. Staff #5 was asked if she had seen FC A hit any of the other clients. Staff #5 stated, "I did. He was pretty consistent with it." Staff #5 was asked if she had seen FC A scratch client C's face. Staff #5 stated, "I saw the aftermath of it. I remember one of them was pretty deep. But it was [client H]. Client H was scratched up bad." Staff #5 was asked how often FC A would physically aggress towards his housemates. Staff #5 stated, "It happened several times a week. They never knew when he was going to do something."</p> <p>RD (Regional Director) #1 was interviewed on 6/2/21 at 2:00 PM. RD #1 was asked why FC A was moved out of the group home on 5/14/21. RD #1 stated, "Because of the increase in physical aggression and we had family members that requested he move." RD #1 was asked why FC A was moved out of the room with client A. RD #1 stated, "We separated the two of them because [client A's] grandmother called in a concern and requested they not room together any longer." RD #1 indicated the facility could not provide documentation of any complete, thorough investigations regarding incidents of client to client aggression, allegations of physical abuse by FC A towards client C or regarding allegations of physical abuse and inappropriate touching by FC A towards client A.</p> <p>This federal tag relates to complaint #IN00353635.</p> <p>9-3-2(a)</p>			

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W 0157 Bldg. 00	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Based on record review and interview for 11 of 20 allegations of abuse, neglect and mistreatment reviewed, the facility failed to implement effective corrective measures to prevent multiple incidents of client to client aggression regarding FC A towards clients A, C, E, G and H, allegations of physical abuse by FC A and an allegation of inappropriate sexual behavior regarding FC A towards client A.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 6/2/21 at 9:26 AM.</p> <p>1. A BDDS report dated 1/15/21 indicated on 1/13/21, "... Staff reported that while they were in the kitchen putting away groceries another individual in the group home stated that [FC A] bit [client C]. Staff went to check on the individuals and the Program Supervisor (PS) was already there. [FC A] wanted the phone while [client C] was still using it. It was not [FC A's] turn to use the phone. This upset [FC A] and he bit [client C] on the arm. [Client C] scratched [FC A] on the hand. The Program Supervisor was able to separate both individuals. Both individuals were checked for injuries. [Client C] had a red mark on his arm and [FC A] had a minor scratch on his hand, which was washed. Both individuals were redirected into other activities. [Client C] finished using the phone and [FC A] was walking down the hallway when he saw [client G] standing by the front door. [FC A] walked up to [client G] and pushed on his shoulder. [Client G]</p>	W 0157	<p>1. What corrective action will be accomplished?</p> <ul style="list-style-type: none"> · The Program Director will do home observations bi-weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> o Investigation expectations o Components of a thorough investigation · The IDT will monitor trends and patterns in client reportable incidents. The IDT will convene as necessary to discuss an increase in reportable incidents. · Former Client A has been moved to a new home and is currently looking at placement in Waiver setting. <p>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> · All residents have the potential to be affected by the same deficient practice. · The Program Director will do 	07/08/2021
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	<p>did not retaliate. The program supervisor stated that this is not how we treat our housemates and [FC A] apologized to [client G]. [Client G] was checked for injuries and none were found."</p> <p>-A review of the BDDS report dated 1/15/21 indicated FC A bit client C and pushed client G. The review did not indicate documentation of corrective actions regarding the client to client aggression by FC A towards clients C and G.</p> <p>2. A BDDS report dated 1/20/21 indicated on 1/19/21, "... [FC A] and [client E] were eating dinner with the rest of the individuals on the evening on 1/19/21. Staff reported that [FC A] was not sharing the fruit with the other individuals. [Client E] asked [FC A] to please pass the fruit to him. [FC A] refused to share the fruit and hit [client E]. Staff intervened and [FC A] stopped. Staff reminded [FC A] that we do not put our hands on other individuals. Staff asked [FC A] to keep his hands to himself. Staff checked [client E] for injuries, a red mark was found, but later faded away... IDT (Interdisciplinary Team) meets weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p> <p>-A review of the BDDS report dated 1/20/21 indicated an incident of client to client aggression occurred between FC A and client E. The review did not indicate documentation of corrective actions regarding this incident of client to client aggression.</p> <p>3. A BDDS report dated 1/29/21 indicated on 1/25/21, "... Staff reported that while in the kitchen with some of the individuals, [FC A] started to become physically aggressive. [Client E] tried standing in front of [FC A] and [FC A]</p>		<p>home observations bi-weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations.</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ul style="list-style-type: none"> a. Investigation expectations b. Components of a thorough investigation · The IDT will monitor trends and patterns in client reportable incidents. The IDT will convene as necessary to discuss an increase in reportable incidents. · The QIDP will monitor and review the resident's needs. As the needs arise, formal programming will be implemented. · All client's risk plans and ISP's will be reviewed. · The Behavior Clinician will monitor during her monthly observations. · The nurse will monitor to ensure risk plans are being followed during her observations when in the home. <p>1.What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> · The Program Director will do home observations bi-weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal 	

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	<p>pushed [client E]. [Client C] saw this and hit [FC A] . Staff tried redirecting all 3 individuals and separating them. [FC A] began being verbally aggressive and yelling at [client C]. [Client C] hit [FC A] and [FC A] hit him back, then [FC A] left the kitchen. [Client C] followed him (FC A) out of the kitchen and both individuals continued hitting each other. Staff prompted them to stop and after the second verbal prompt, they separated and were able to be redirected. Staff checked each individual for injuries and none were found... IDT meets weekly to discuss [FC A's] behavior and meets to discuss [client E] and [client C] when needed...".</p> <p>-A review of the BDDS report dated 1/29/21 indicated an incident of client to client aggression occurred between FC A and clients C and E. The review did not indicate documentation of of corrective actions regarding this incident of client to client aggression.</p> <p>4. A BDDS report dated 3/11/21 indicated on 3/9/21, "... Both staff and the program supervisor asked [FC A] to take a shower and he refused. [FC A] started becoming verbally aggressive and was yelling at staff to get out and that he was not taking a shower. [FC A] raised his hand as if he was going to hit them (staff). [Client H] saw this and became upset, he tried stopping [FC A] from hitting staff and [FC A] spit on [client H]. [Client H] started hitting [FC A] and [FC A] started scratching [client H]. [FC A] tried biting [client H] and ripped his shirt. The program supervisor tried to separate the individuals and prompted them to stop fighting. The program supervisor prompted the individuals to stop fighting again. [Client H] stopped hitting [FC A] and the individuals separated and were redirected. The program supervisor checked both individuals for</p>		<p>observations.</p> <ul style="list-style-type: none"> · Training will be completed with the Program Director regarding: <ol style="list-style-type: none"> a. Investigation expectations b. Components of a thorough investigation · The IDT will monitor trends and patterns in client reportable incidents. The IDT will convene as necessary to discuss an increase in reportable incidents. · The QIDP will monitor and review the resident's needs. As the needs arise, formal programming will be implemented. · All client's risk plans and ISP's will be reviewed. · The Behavior Clinician will monitor during her monthly observations. · The nurse will monitor to ensure risk plans are being followed during her observations when in the home. <p>1.How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> · The Behavior Clinician will monitor as they is in the home for her monthly observations. · The Program Director will monitor when they is in the home to complete their supervisory visits. · The Program Coordinator will monitor on a daily basis when she is in the home. 	

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	<p>injuries. [Client H] had small scratches on his forehead and nose as well as his upper chest. [FC A] had a small scratch on his leg and hand. Both individuals were cleaned up and antibiotic ointment was put on their scratches... Staff to continue to treat individuals' scratches with first aid... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client E] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/9/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>"Please describe what was observed during the incident in detail below:"</p> <p>" [FC A] was asked to take a shower by staff and [PS #1]."</p> <p>" [FC A] told staff get out, he wasn't going. (FC A) started acting like he wanted to hit staff so [client H] intervene (sic) and [FC A] spit on [client H]. [Client H] went after [FC A] and they started fighting. [Client H] got [FC A] on the floor and kept hitting him. PS (#1) tried to get [client H] off of [FC A]. [Client H] was hitting [FC A] and [FC A] was biting and and ripping [client H's] shirt, he (FC A) also scratched his (Client H's] nose area and face..."</p> <p>"What could have been done differently to prevent a future incident?"</p> <p>"(PS #1) Nothing, [FC A] needs to stop spitting on others."</p> <p>A review of the PPAQ form dated 3/9/21 indicated FC A became upset when staff asked</p>		<ul style="list-style-type: none"> · The Program Director will do home observations bi-weekly to ensure staff are implementing the plans of clients, the client's needs are being met and meal observations. · New staff hired to work at the site will receive client specific training for each individual prior to working a shift. This training includes items such as: client's diets, risk plans, ISP's, programming, and medication review. · The nurse will be available to do observations within the home for medical related issues as the client's needs indicate. · The IDT has implemented monthly staffings to ensure that the team discusses the needs of the residents in the following areas: home, behavior, IDT's needed, family involvement, medical, workshop/day services, financial and adaptive equipment. · The QIDP will monitor and review the resident's needs. As the needs arise, formal programming will be implemented. · Quarterly Health and Safety assessments will be completed by the Program Coordinator and/or the Program Director and forwarded to the Quality Improvement department. These assessments include a review of the environmental needs for the home, review of risk plans, ISP, BSP and client specific training 	

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	<p>him to take a shower. The review indicated when FC A threatened to hit staff, client H "intervened" in an attempt to protect staff. The review indicated FC A and client H sustained injuries as a result of the incident of client to client aggression on 3/9/21. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>5. A BDDS report dated 3/18/21 indicated on 3/15/21, "... [Client A] was walking out of his bedroom and was walking into the bedroom after being prompted by the Program Supervisor to take a shower. [FC A] hit [client A] in the back. The program supervisor redirected [FC A] and had him apologize to [client A]. The program supervisor checked [client A] for injuries and found none. The program supervisor checked [client A] for injures and found none. The program supervisor asked [client A] if he was okay and he laughed and left the room...".</p> <p>A review of the BDDS report dated 3/18/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>6. A BDDS report dated 3/21/21 indicated on 3/18/21, "... [Client A] reported to staff that while in their bedroom [FC A] pushed him onto the bed face first. [Client A] told staff that [FC A] attempted to pull [client A's] pants down. [Client A] said that he pulled his pants back up and came and reported the incident to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being</p>		<p>for the residents. The assessment also includes an interview of staff to ensure they know how to properly document medical needs, how to report incidents, diets and understanding of BSP's.</p> <ul style="list-style-type: none"> Former Client A has been moved to a new home and is currently looking at placement in Waiver setting. <p>1.What is the date by which the systemic changes will be completed? July 8th, 2021</p>	

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	<p>aggressive towards other individuals... IDT (Interdisciplinary Team) team meet weekly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A PPAQ (Peer to Peer Aggression Questions) form dated 3/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[Client A] came and told staff that [FC A] pushed him on the bed where his butt (buttock) was out and he (client A) was facing the wall and tried to pull down his pants. He (client A) said he pulled his pants up and came out in the hallway then went to tell staff. 'He didn't get to pull my underwear down' [client A] said...".</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Nothing except for trying to keep a better eye on [FC A]."</p> <p>A review of the PPAQ form dated 3/18/21 indicated FC A pushed client A onto a bed and attempted to pull down clients A's pants. The review did not indicate documentation of an investigation regarding this incident of client to client aggression/sexually inappropriate behavior. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>7. A BDDS report dated 4/13/21 indicated on 4/11/21, "... [Client A] reported to staff that [FC</p>			

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	<p>A] was messing with [client A's] smart TV and when [client A told him to stop [FC A] hit [client A]. [Client A] left the room and went to report the event to staff. Staff checked [client A] for injuries and made sure that he was okay. No injuries were found. Staff spoke with [FC A] about not putting his hands on or being aggressive towards other individuals... IDT team meet regularly to discuss [FC A's] behavior and meets to discuss [client A] when needed...".</p> <p>-A review of the BDDS report dated 4/13/21 indicated an incident of client to client aggression occurred between FC A and client A. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>8. A BDDS report dated 4/19/21 indicated, "... On 4/18/21 [FC A] scratched client C's face. No medical treatment was needed. Staff cleaned the scratches and notified the nurse and [client C's] guardian decided he wanted to press charges due to recent conversations with [client C] about [FC A]. The Program Supervisor called the police and they came to do the report. An alternative environment was suggested to the parents. The guardians of both men did not want to have them go somewhere else to keep them separated. They were afraid it would make them uncomfortable to be out of their environment. The team suggested a psych (psychiatric) evaluation for [FC A] due to recent behaviors and his (FC A's) guardian did not feel it was needed at the time. [Client C's] Mom packed him up for the night... The IDT has met and [FC A's] guardian has agreed to let him get an evaluation... Mentor will revise both individual's BSPs (Behavior Support Plan) and meet biweekly for [FC A]."</p>			

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	<p>-A PPAQ form dated 4/18/21 and completed by PS (Program Supervisor) #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "Staff [Staff #1] called me at 4:37 PM. to tell me [FC A] came in living room and [client C] got upset and told him (Client C) to shut up. [FC A] came after him and they got into a scuffle. [Client C's] face (sic) scratched up. They were separated and police were called by family (Dad)."</p> <p>- "What could have been done differently to prevent a future incident?"</p> <p>- "(PS #1) [FC A] comes in the living room messing with other peers often."</p> <p>A PPAQ form dated 4/18/21 and completed by staff #1 indicated the following:</p> <p>- "Please describe what was observed during the incident in detail below:"</p> <p>- "[FC A] went to staff (Me). [Client C] told [FC A] to leave me alone. [FC A] told him (client C) to 'shut the [expletive] up or I'm going to [expletive] hit you.' [FC A] went to hit [client C]. [Client C] blocked the hit... [FC A] scratched [client C's] face up (sic). The fight was able to be stopped."</p> <p>- "Was there any injury?"</p> <p>- "(Staff #1) [Client C] scratches on his face. First Aid was done (sic)."</p>			

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	<p>- "What could have been done differently to prevent a future incident?"</p> <p>- "Keep them apart."</p> <p>- A review of the PPAQ forms indicated an incident of client to client aggression between FC A and client C occurred on 4/18/21. The review indicated client C sustained scratches to his face. The review indicated client C's father asked for the Police to be called to report client C's injuries. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>9. A BDDS report dated 4/25/21 indicated on 4/23/21, "... While individuals were in the living room waiting on transport to take them to Day Services, [FC A] became upset when [client A] said a curse word. [Client A] was not curing (sic) at [FC A], but [FC A] told [client A] to stop or he (FC A) would escort [client A] to his room. [FC A] went over to [client A] and reached out to him and [client A] grabbed [FC A] and bent his fingers back. Staff came over and prompted the individuals to separate and [FC A] then turned and ran out of the room. [Client A] chased [FC A] down the hallway, pushed him down, and stomped on [FC A's] head. Both staff followed and one of the staff was able to separate the individuals. Staff called their program supervisor and 911 (Emergency Services) in order to have [FC A] evaluated for possible head injury. The police and EMS (Emergency Medical Services) came to the group home. The police spoke to the individuals and staff about what happened. [FC A] refused to go in the ambulance to the ER (Emergency Room), so the Program Supervisor took him to be evaluated. [FC A's] vitals were found to be</p>			

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	<p>within normal limits and after the ER doctor assessed him (FC A) all that was found was a scratch to the right forearm. [FC A] was released back to the group home...".</p> <p>Individual Interview forms dated 4/23/21 indicated the following:</p> <p>-"Individual Interviewed: [Staff #2], DSP (Direct Support Professional)...</p> <p>-(Staff #2) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #2) "Stated she was sitting in the living room with the individuals waiting for transport at 6:30 am."</p> <p>-(Staff #2) "Stated she heard [client A] using profanity but he was not cursing at [FC A]."</p> <p>-(Staff #2) "Stated that [FC A] told [client A] to stop it or he would escort [client A] to his bedroom."</p> <p>-(Staff #2) "Stated that [FC A] walked over to [client A] and reached out to grab him, but [client A] grabbed [FC A's] hand and bent his fingers back."</p> <p>-(Staff #2) "Stated she (staff #2) tried to intervene but [FC A] ran down the hallway past the med. room and [client A] chased him."</p> <p>-(Staff #2) "Stated that the other staff, [staff #3], saw both guys running down the hallway and came out of the med. room to see what was happening."</p> <p>-(Staff #2) "Stated that [client A] pushed [FC A]</p>			

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	<p>and [FC A] hit his head on the ground."</p> <p>-(Staff #2) "Stated that [client A] stomped on [FC A's] head two times before [staff #3] was able to separate the individuals..."</p> <p>-"Individual Interviewed: [Staff #3], DSP ..."</p> <p>-(Staff #3) "Stated she was working at [name of group home] on 4-23-21."</p> <p>-(Staff #3) "Stated was passing med's in the staff office at 6:30 am."</p> <p>-(Staff #3) "Stated she saw [FC A] running down the hallway past the med. room and that [client A] was chasing him."</p> <p>-(Staff #3) "Stated she got up to see what was happening and that she saw [client A] catch up to [FC A] and push him to the ground."</p> <p>-(Staff #3) "Stated that [client A] stomped on [FC A's] head two times before she was able to get them and separate the individuals."</p> <p>-(Staff #3) "Stated [FC A] hit his head on the floor when he fell..."</p> <p>-"Individual Interviewed: [Client A], Individual ..."</p> <p>-(Client A) "Stated he was at [name of group home] on 4-23-21."</p> <p>-(Client A) "Stated he was laying on the couch making noises."</p> <p>-(Client A) "Stated [FC A] tried to hit him."</p> <p>-(Client A) "Stated he ran after [FC A], threw him</p>			

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	<p>on the floor, and stomped on [FC A's] face with his foot."</p> <p>-(Client A) "Stated he didn't have shoes on."</p> <p>-(Client A) "Stated that [staff #3] saw what happened and calmed him down."</p> <p>-(Client A) "Stated that [staff #3] was in the staff office passing med's."</p> <p>-(Client A) "Stated he threw [FC A] down and stomped on him because he (client A) felt rage from stuff that [FC A] had done to him in the past."</p> <p>-(Client A) "Stated he was angry from things [FC A] has done to him before. (Past peer to peer incidents)..."</p> <p>A review of the BDDS report and Individual Interview statements dated 4/25/21 and 4/23/21 indicated client A pushed FC A down to the floor and kicked FC A in the face. The review did not indicate recommendations for effective corrective measures to prevent further incidents of client to client aggression.</p> <p>10. A BDDS report dated 5/12/21 indicated, "... On 5-11-21 IN (Indiana) Mentor received a complaint regarding [FC A's] behavior toward [client A]. The complainant alleged that [FC A] was being physically abusive towards [client A]. The complainant alleged that [FC A] has slapped and hit [client A]. That [FC A] has defecated and urinated in [client A's] room (the two individuals were roommates) causing the room to smell. The complainant expressed concerns over the volume of [FC A's] television in the room. The complainant also indicated that [FC A] had</p>			

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	<p>touched [client A] inappropriately... The two men were separated from rooming together on 5-11-21 with [FC A's] guardian to discuss other possible placement options; waiver (supported living) services were discussed and the guardian agreed to peruse (sic) as that might be a more appropriate fit for [FC A]..."</p> <p>-A review of the BDDS report dated 5/12/21 indicated the facility received a complaint alleging FC A was physically abusive to client A. The review indicated the facility received a complaint alleging FC A touched client A inappropriately. The review indicated the facility moved FC A out of client A's bedroom on 5/11/21.</p> <p>11. A BDDS report dated 5/12/21 indicated, "... On 5-12-21 a representative from APS (Adult Protective Services) arrived at the home. The APS staff indicated that they were there to complete an investigation regarding [client C] and [FC A]. Per APS reports the mother of [client C] notified them of concerns to [client C's] safety due to [FC A] residing in the home. APS referenced that his mother informed them of an incident in which [FC A] was physically aggressive toward[client C] and scratched [client C's] face... IDT met on 5/12/21 with [FC A's] guardian to discuss potential placement options due to the APS concerns in the home between the two men. Guardian for [FC A] was open to exploring a different group home option while the waiver process was being completed. Documents to start the waiver process were provided by IN Mentor to BDDS for [FC A] on 5-12-21. On 5-13-21 [FC A's] guardians toured (sic) another group home option and agreed that the home would be a good fit for [FC A]. The LOC (Level of Care) was completed by BDDS</p>			

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	<p>for [FC A] on an emergency basis and approved 5-13-21. Transition meeting was (sic) completed with guardian, Mentor and BDDS on 5-13-21. Staff training for [FC A] with the staff at the new home is being completed on 5-14-21. [FC A] will move into his new home on 5-14-21."</p> <p>A review of the BDDS report dated 5/12/21 indicated the facility received a complaint regarding allegations of physical abuse by FC A towards client C. The review indicated FC A was moved to a new group home on 5/14/21.</p> <p>FC A was no longer a resident at the group home and was not able to be interviewed.</p> <p>Client A was interviewed on 6/2/21 at 6:54 AM. Client A was asked if FC A had ever hit him. Client A stated, "Yes, like a lot of times." Client A was asked if FC A had hit any of the other clients. Client A stated, "Yes, everybody but [client B]." Client A was asked if any clients had sustained injuries as a result of physical aggression by FC A. Client A stated, "Yes, [client C] had a scar on his head and there were scratches on [client H's] face." Client A was asked if he was afraid of FC A. Client A stated, "Probably just nervous that he would attack someone again."</p> <p>Client D was interviewed on 6/2/21 at 7:05 AM. Client D was asked if FC A had ever hit him. Client D stated, "No, he threatened me. If I used a stern voice he would stop. He was doing that everyday since he got here." Client D was asked if FC A had hit any of the other clients. Client D stated, "I've heard he hit the other guys but I never seen it."</p> <p>Client B was interviewed on 6/2/21 at 7:29 AM.</p>			

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	<p>Client B was asked if client C had ever been hurt by FC A. Client B stated, "Yes, I seen him one time he scratched [client C's] face. it was pretty bad."</p> <p>Client G was interviewed on 6/2/21 at 7:39 AM. Client G was asked if FC A had ever hit him. Client G stated, "Yes, I had to defend myself one time. After that he was afraid of me. He stopped messing with me." Client G if he had seen FC A hit any of the other clients. Client G stated, "A couple of times. He scratched [client C] real good. Pretty much all of the guys in the house had to defend themselves from him."</p> <p>Client C was interviewed on 6/2/21 at 7:52 AM. Client C was asked if FC A had hit him. Client C stated, "Yes."</p> <p>Staff #4 was interviewed on 6/2/21 at 6:37 AM. Staff #4 was asked why FC A was no longer a resident at the group home. Staff #4 stated, "Kind of a list of things. Him not being able to get along with everybody. Kind of like for the safety of everybody." Staff #4 was asked FC A was aggressive towards the other clients. Staff #4 stated, "Yes he would slap, he would punch."</p> <p>Staff #5 was interviewed on 6/2/21 at 8:08 AM. Staff #5 was asked if she had seen FC A hit any of the other clients. Staff #5 stated, "I did. He was pretty consistent with it." Staff #5 was asked if she had seen FC A scratch client C's face. Staff #5 stated, "I saw the aftermath of it. I remember one of them was pretty deep. But it was [client H]. Client H was scratched up bad." Staff #5 was asked how often FC A would physically aggress towards his housemates. Staff #5 stated, "It happened several times a week. They never knew when he was going to do something."</p>			

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	<p>RD (Regional Director) #1 was interviewed on 6/2/21 at 2:00 PM. RD #1 was asked why FC A was moved out of the group home on 5/14/21. RD #1 stated, "Because of the increase in physical aggression and we had family members that requested he move." RD #1 was asked why FC A was moved out of the room with client A. RD #1 stated, "We separated the two of them because [client A's] grandmother called in a concern and requested they not room together any longer." RD #1 indicated the facility could not provide documentation of any complete, thorough investigations or effective corrective measures to prevent multiple incidents of client to client aggression, allegations of physical abuse by FC A towards client C or regarding allegations of physical abuse and inappropriate touching by FC A towards client A.</p> <p>This federal tag relates to complaint #IN00353635.</p> <p>9-3-2(a)</p>				