

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080035	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/29/2018
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NAME OF PROVIDER OR SUPPLIER TIMBER RIDGE TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 14225 STOKES FERRY ROAD GOLD HILL, NC 28071
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 3-29-18. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 5200 Residential Therapeutic (Habilitative) Camps for Children and Adolescents of All Disability Groups</p>	V 000	<p><i>See attached Plan of Correction for Survey of 3/29/2018</i></p>	
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p>	V 110	<p>DHSR - Mental Health</p> <p>APR 12 2018</p> <p>Lic. & Cert. Section</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Thomas A. A. Gilbert

TITLE

CEO

(X6) DATE

4/10/2018

Division of Health Service Regulation

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V 110	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews 1 of three staff (staff #1) and one of one group leader supervisor (group leader supervisor #1) failed to demonstrate competency in decision making. The findings are:</p> <p>Review on 3-28-18 of internal investigation for group leader supervisor #1 (GLS#1) revealed; -Several clients accused GLS#1 of making verbally inappropriate and offensive comments towards residents in the group. -An internal investigation was conducted. -Based on the written and verbal statements and interviews of staff and clients, it is clear the inappropriate things were said that violated [provider] Resident Abuse and Neglect Policy...states that abuse and neglect may include but not limited to...verbal abuse such as yelling, using profanity, obscene language, threatening remarks or gesture."</p> <p>Review on 3-29-18 of staff #1's supervision pan revealed: -"[staff #1] received retraining on February 21, 2018 during staff meeting on s definition of abuse and neglect...as it pertains to verbal abuse, such as yelling, using profanity, obscene language..."</p> <p>Interview on 3-28-18 with client #2 revealed: -"staff cusses at me, they used to, I told [director]. -"[staff #1], one day he called me a fat b***h."</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Interview on 3-29-18 with client #7 revealed: -There had been cursing but "it had been handled" and there were no more problems.</p> <p>Interview on 3-28-18 with client #8 revealed: -"They (staff) get frustrated and say things to get the kids upset." -There are several staff that are cussing. -"Always [staff #1], most staff do it when they get disrespected."</p> <p>Interview on 2-28-18 with GLS #1 revealed: -He had gotten very angry and 'exchanged words" with clients. -" I told them I was not worried about putting my hands on them, I do that legally." -"it is not like me" -he was placed on suspension and had to go through training and put on a supervision plan.</p> <p>Interview on 3-29-18 with the director revealed: -They addressed staff language at every staff meeting and all staff knew that it was not tolerated. -They would have to come up with a way of ensuring staff understood they could not be using profanity at the facility.</p> <p>Staff #1 was on vacation and not available to interview</p>	V 110		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a</p>	V 131		

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V 131 Continued From page 3
health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.

V 131

This Rule is not met as evidenced by:
Based on record reviews, the facility failed to ensure that the Health Care Personnel Registry (HCPR) was accessed before hire, effecting two of three staff (staff #1 and staff #2). The findings are:

Review on 3-29-18 of staff #1's record revealed:
-Hire date of 7-21-16
-HCPR accessed 7-22-16

Review on 3-29-18 of staff #2's personnel record revealed:
-Hire date of 11-16-17
-HCPR accessed 11-22-17

Interview on 3-29-18 with facility director revealed:
-They knew that HCPR was supposed to be accessed before hire.

V 133 G.S. 122C-80 Criminal History Record Check

V 133

G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.
(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse

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V 133	<p>Continued From page 4</p> <p>services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the</p>	V 133		

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V 133	<p>Continued From page 5</p> <p>information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. 	V 133		

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V 133	<p>Continued From page 6</p> <p>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</p> <p>(7) The subsequent commission by the person of a relevant offense.</p> <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers;</p>	V 133		
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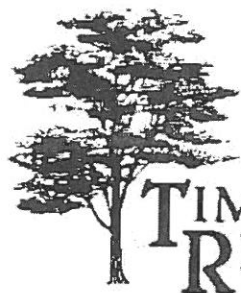
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V 133	<p>Continued From page 7</p> <p>Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record</p>	V 133		

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V 133	<p>Continued From page 8</p> <p>check regarding the applicant if both of the following requirements are met: (1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record review the facility failed to request a criminal records check at least 5 days after hiring personnel, effecting 2 of 3 staff (staff #2 and #3). The findings are:</p> <p>Review on 3-29-18 of staff #2's personnel record revealed: -Hire date of 11-16-17 -Criminal record requested 11-22-17</p> <p>Review on 3-29-18 of staff #3's personnel record revealed: -Hire date of 10-12-17 -Criminal records requested 10-20-17</p> <p>Interview on 3-29-18 with facility director revealed: -They knew that the criminal records should be requested within 5 days of hire.</p>	V 133		



TREATMENT CENTER, INC.

Annual and Complaints Survey completed 3/29/18
Timber Ridge Treatment Center, 665 Timber Trail, Gold Hill, NC 28071
MHL #080-035
E-mail Address: tomhibbert@trtc.net
Intake #NC 95961, NC 94978

Plan of Correction

I. V 110 - Training/Supervision of Paraprofessionals (complete date: April 30,2018)

A. Corrective Action:

1) The Program Specialist will review and train staff during bi-monthly staff meetings on Policy 340 Resident Abuse and Neglect, during orientation and hold a refresher training every month. This training will also include techniques for protecting clients from verbal/physical abuse and neglect.

2) Management and Supervisory staff will vigilantly enforce the Progressive Disciplinary Action policy pertaining to abuse (including use of profanity and other objectionable language) and neglect.

3) The Program Specialist/Program Director will complete in-service training with the direct care staff on the Progressive Disciplinary Action policy as it pertains to abuse and neglect during orientation and the entire paraprofessional staff in bi-monthly staff meetings.

B. Prevention:

1) The Program Director and Assistant Program Director will perform monthly group sessions with direct care staff and clients placing emphasis on role modeling appropriate language, tone and deportment.

2) The Assistant Program Director/or designee will chose one or two clients randomly from each group and conduct one on one interviews.

3) Findings from the monthly group evaluation and one on one interview will be submitted each month to the Leadership Committee for review.

4) Establish a camp culture that encourages staff to immediately report any incident of abuse or neglect (as required by law) as it occurs to enable Management to take immediate action to ensure the safety and well being of clients..

C. Monitoring:

- 1) The Program Director or designee will generate a monthly report detailing monthly meeting with staff and bi-monthly client interview results. This report will be reviewed monthly by The Leadership Committee and the Client Rights Committee.
- 2) The Program Director/Assistant Program Director will immediately follow up and take appropriate action on any allegation of staff using inappropriate language based on the monthly group session and one on one client interviews finding. All other allegation of staff using inappropriate language will be investigated.
- 3) Substantiated allegations of abuse (i.e. use of profanity or inappropriate language) will face immediate disciplinary action (i.e. suspension or termination). Also, staff members will have mandatory training in NCI+ and sign an updated Supervision Plan which management will monitor for compliance.

II. V131 GS 131E- 256 HCPR Prior Employment Verification

(complete date: April 30,2018)

A. Corrective Action:

The Director of Human Resources will ensure that the healthcare personnel registry (HCPR) is accessed before hire.

B. Prevention:

The Chief Financial Officer will make monthly checks of the personnel folder of new hires to ensure compliance.

C. Monitoring:

A report will be generated to the Leadership Committee on a monthly basis to monitor compliance in this area. The report will include the number of hires for the month and the number of hires with HCPR checks done on time.

III. V133 GS 122C – 80 Criminal History Records Check (complete date: April 30,2018)

A. Corrective Action:

The Director of Human Resources will ensure that the Criminal Background Checks be requested within five days of date of hire.

B. Prevention:

The Chief Financial Officer will make monthly checks of the personnel folder of new hires to ensure compliance

C. Monitoring:

A report will be generated to the Leadership Committee on a monthly basis to monitor compliance in this area. The report will include the number of hires for the month and the number of hires with criminal background checks done on time.



**TIMBER
RIDGE**

TREATMENT CENTER, INC.

Thomas Hibbert CEO 4/10/2018

Annual and Complaints Survey completed 3/29/18

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MHL #080-035

E-mail Address: tomhibbert@trtc.net

Intake #NC 95961, NC 94978

Plan of Correction

I. V 110 - Training/Supervision of Paraprofessionals

A. Corrective Action:

1) The Program Specialist will review and train staff during bi-monthly staff meetings on Policy 340 Resident Abuse and Neglect, during orientation and hold a refresher training every month. This training will also include techniques for protecting clients from verbal/physical abuse and neglect.

2) Management and Supervisory staff will vigilantly enforce the Progressive Disciplinary Action policy pertaining to abuse (including use of profanity and other objectionable language) and neglect.

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4) Establish a camp culture that encourages staff to immediately report any incident of abuse or neglect (as required by law) as it occurs to enable Management to take immediate action to ensure the safety and well being of clients..

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III. V133 GS 122C – 80 Criminal History Records Check

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