

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-230</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/08/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CAMELOT SUPERVISED LIVING</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>108 GUINEVERE LANE GREENVILLE, NC 27858</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed 08/08/18. The complaints were substantiated (Intake #NC00140226 &amp; NC00140315). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000	<p><b>DHSR - Mental Health</b></p> <p><b>AUG 17 2018</b></p> <p><b>Lic. &amp; Cert. Section</b></p>	
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p><b>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</b></p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to have fire and disaster drills held at least quarterly and repeated on each shift. The findings are:</p> <p>Review on 8/08/18 of the facility fire drills documented from 8/1/17 - 7/30/18 revealed: - 4th quarter (4/01/18- 6/30/18): There were no fire drills documented on 1st shift (8am - 4pm).</p>	V 114	<p>GHM will ensure all emergency drills Are being completed monthly and Quarterly per ESUCP policy.</p>	<p>Monthly Quarterly</p>

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  <i>Nikki Balken Pym</i>	TITLE	(X6) DATE <b>8/16/18</b>
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STATE FORM 6899 XS5B11 If continuation sheet 1 of 2

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER  <b>CAMELOT SUPERVISED LIVING</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>108 GUINEVERE LANE GREENVILLE, NC 27858</b>		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 114	<p>Continued From page 1</p> <p>Review on 8/08/18 of the facility disaster drills documented from 8/1/17 - 7/30/18 revealed: - 4th quarter (4/01/18- 6/30/18): There were no disaster drills documented on 1st shift (8am - 4pm).</p> <p>Interview on 8/03/18 Qualified Professional (QP) 1 stated: - The facility shifts were as follows: -1st shift = 8 am - 4 pm Monday - Sunday -2nd shift = 4 pm - 12 am Monday - Sunday -3rd shift = 12 am - 8 am Monday - Sunday</p> <p>Interview on 8/08/18 QP #2 stated: - She would ensure future completion of drills moving forward. - She had no additional questions or concerns during exit interview.</p>	V 114		

Easter Seals UCP NC & VA Safety & Assurances Manual	Standard Protocols	
Policy: Emergency Drills: Licensed Settings	Revisions: 04-08; 01-09; 07-10; 03-11; 05-12, 9-15, 11-15, 1/16	
Policy #: 631.2	Reference: 10A NCAC 27G.0207; 10A NCAC Chapter 9.0102; Child Care Rule .0605(s) and .0302(d)(8); VA Code 450.3; 530.	

**Policy:**

Easter Seals UCP will conduct regular drills in its licensed and residential settings (with the exception of licensed foster homes) to assure the safety and well-being of people supported in those environments.

**Purpose:**

To assure that people served by ESUCP are supported to be safe in the environments in which they live or frequent.

**Procedure:**

The following ESUCP programs are required to conduct regular drills according to the prescribed timeframes. Specific protocols for each drill are listed below.

- **Group Homes**  
Per 10A NCAC 27G .0207 and VA Code fire and disaster drills in a 24 hour facility shall be held at least quarterly and shall be repeated for each shift documenting the length of time for the completion of the drill.
- **Child Care Centers**  
Per 10A NCAC 09.1302 and Child Care Rule .0605(s) and .0302(d)(8) child care centers must conduct a shelter-in-place or lockdown drill at least every three months. They must keep a record that includes the date of each drill, time of day, the length of time to reach the designated location and the signature of the person conducting the drill.
- **Adult Day Vocational Programs (ADVP) and Psychosocial Rehabilitation Program (PSR)**
- **Facility-Based Crisis Services (START)**  
Per 10A NCAC 27G .0207 fire and disaster drills in a 24 hour facility shall be held at least quarterly and shall be repeated for each shift documenting the length of time for the completion of the drill.
- **Licensed Alternative Family Living Homes (AFL)**  
Per 10A NCAC 27G .0207 fire and disaster drills in a 24 hour facility shall be held at least quarterly and shall be repeated for each shift documenting the length of time for the completion of the drill.

For home and community based services provided outside of an ESUCP location, the following are recommended as a source of discussion in the home.

**Child Care Centers:**

**Fire Drills**

Child care centers must conduct one fire drill each month at unexpected times and under varying conditions. Effective October, 2015, drills must be documented on the *Emergency Drill Log & Report – Child Care Centers* form – Fire Drill Log section. At least one drill per year should be conducted during

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naptime. Reports are to be faxed to the QM/SD Specialist monthly with the original maintained at the center for inspection by the Division of Child Development and Early Education (DCDEE) consultant. The report must contain the following information:

- Date
- Time of drill
- Time required to evacuate
- Number of people evacuated (children / adults)
- Method of notification
- Weather conditions
- Condition simulated / problems
- Signature of person conducting drill

**Shelter-In-Place or Lockdown Drills**

Child care centers must conduct a shelter-in-place or lockdown drill, as defined by 10A NCAC 09.0102, at least every three months. The center must keep a record that includes the date of each drill, time of day, the length of time to reach the designated location and the signature of the person conducting the drill. Effective October, 2015, drills must be documented on the *Emergency Drill Log & Report – Child Care Centers Shelter-in-Place or Lockdown Drill Log* section. Reports are to be faxed to the QM/SD Specialist monthly with the original maintained at the center for inspection by the DCDEE consultant.

***Group Homes, Facility Based Crisis Services, Licensed AFL’s, Adult Day Vocational Programs (ADVP) and Psychosocial Rehabilitation Program (PSR)***

**Fire Drills**

Fire drills must be conducted monthly as prompted by the month-by-month ESUCP Drill Report, unannounced to staff and individuals receiving services, and at varied times throughout the service day. Individuals should be escorted to one of two identified safe zones (with an alternate) a minimum of 50 yards from the service site. ESUCP’s objective for successful evacuation in a fire drill is three (3) minutes, with 100% of persons and staff present and accounted for. No one may reenter the service area until cleared to do so by the designated employee.

**Fire Drills for Group Home and Residential Settings**

In addition to the requirements listed above for Fire Drills, group home and residential settings must also complete and document one drill per shift per quarter. At least one drill per quarter should be conducted during overnight hours. Drills may be scheduled to create minimal sleep disruption but should be avoided at times when staff numbers are greater than typical for that shift.

**Emergency Drills:**

<b>Easter Seals UCP NC &amp; VA Safety &amp; Assurances Manual</b>	<b>Standard Protocols</b>
Policy: Emergency Drills: Licensed Settings	Revisions: 04-08; 01-09; 07-10; 03-11; 05-12, 9-15, 11-15, 1/16
Policy #: 631.2	Reference: 10A NCAC 27G.0207; 10A NCAC Chapter 9.0102; Child Care Rule .0605(s) and .0302(d)(8); VA Code 450.3; 530.

Emergency drills shall be conducted monthly as prompted by the month-by-month ESUCP Drill Report, unannounced to staff and individuals receiving services, and at varied times throughout the service day. The following are considered Emergency Drills:

**Tornado Drills**

Once a Tornado Drill is initiated individuals should be escorted to a safe zone in the center of the facility away from windows and doors and encouraged to sit with their heads protected and towards a wall. ESUCP’s objective for having everyone in position is one (1) minute, with 100% of persons and staff present and accounted for. At such time, designated employee should review safety protocols for what to do in the event there is a tornado while individuals are away from home.

**External Threat/Security Drills**

External threat is a threat other than fire or natural disasters, such as break-ins; workplace violence and bomb threats. Because evacuation is covered elsewhere, this section deals specifically with those threats that require additional site security. Administrative office safety drills should be conducted annually. The drill is considered completed when all individuals and staff are escorted to a safe zone in the center of the facility away from windows and doors. During the drill, doors and windows should be locked where possible without endangering the safety of those within. ESUCP’s objective for completion of this drill is one (1) minute.

**Evacuation Drills**

An Evacuation Drill should be conducted quarterly. An evacuation could occur when there is a natural disaster in which individual’s should be removed from the location. Should an evacuation be required, reference your site specific Disaster and Evacuation Plan located on IMPACT/QM/Safety and Assurances/Disaster Plans for ESUCP Facilities.

The drill is considered complete when all individuals and supplies are in the identified secure location. The following supplies should be accounted for::

- Medications, if applicable;
- Active service records and Medication Administration Records;
- Food & water supply for 3 days, minimum;
- First Aid Kit;
- Valid photo identification for all persons, including staff;
- Emergency contact numbers for persons served and staff;
- Battery powered radio, flashlight and extra batteries;
- Cell phone; and Company credit card.

ESUCP’s objective for completion of this drill is fifteen (15) minutes.

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Policy #: 631.2	Reference: 10A NCAC 27G.0207; 10A NCAC Chapter 9.0102; Child Care Rule .0605(s) and .0302(d)(8); VA Code 450.3; 530.

**Reporting & Corrective Actions**

Drills will be reported on the ESUCP Drill Report and must be completed in full, within the specified timeframes as defined.

Original reports should be kept on site for review by oversight agencies and faxed to the Quality Management program office for review.

Quarterly data from emergency drills, not including foster care settings, is reviewed by the Quality Management Committee. This data is also shared with Regional Directors and other leadership for review and process improvement.

Staff who fail to comply with drill requirements will be subject to disciplinary action by the appropriate leader.



**Program Information**

Program Name: Camelot Program Site Address: 108 Buinevere Lane  
Supervisor: Theodore Bagel Community: Merrolu Cost Center: 12-1307  
Service Location:  I/DD Residential  MH Residential  
 Crisis Facility  24 Hr. Unlicensed Facility

**Fire Drill**

Date of Drill: 4/10/18 Start Time: 6:00  AM  PM  
End Time: 6:04  AM  PM  
Total Time Taken: 4 minutes & 00 seconds  
Individuals Involved (#): 2 Staff Involved (#): 1

Comments:

Completed By: [Signature] Reviewed By: Theodore Bagel

**Emergency Drill - Evacuation**

Date of Drill: 4/10/18  
*The following checklist pertains to each person present - residents and staff. Check applicable expiration dates.*  
Supplies Accounted for:  Food & Water (3 day minimum)  Battery Powered Radio, Flashlight, Extra Batteries  Service / Medication Administration Records  
 First Aid Kit  Valid Photo ID  Medication  
 Cell Phone  Emergency Contacts

**Evacuation and Relocation of Individuals and Supplies to Secure Location**

Start Time: 6:06  AM  PM  
End Time: 6:10  AM  PM  
Total Time Taken: 4 minutes & 00 seconds  
Individuals Involved (#): 2 Staff Involved (#): 1

Comments:

Completed By: [Signature] Reviewed By: Theodore Bagel

**Program Information**

Program Name: Cornelot Program Site Address: 1086 W. Inverloch Greenville  
Supervisor: Camille Community: Greenville Cost Center: 12-1307  
Service Location:  DD Residential  MH Residential  
 Crisis Facility  24 Hr. Unlicensed Facility

**Fire Drill**

Date of Drill: 5/13/18 Start Time: 7:00  AM  PM  
End Time: 7:03  AM  PM  
Total Time Taken: 3 minutes & 0 seconds  
Individuals Involved (#): 7 Staff Involved (#): 1

Comments: Staff was home when fire drill was done.

Completed By: Deaf Park Reviewed By: Shearon Boyle OP

**Emergency Drill - Tornado**

Date of Drill: 5/14/18 Start Time: 7:30  AM  PM  
End Time: 7:34  AM  PM  
Total Time Taken: 4 minutes & 0 seconds  
Individuals Involved (#): 2 Staff Involved (#): 1

Comments:

Completed By: Deaf Park Reviewed By: Shearon Boyle OP



**Program Information**

Program Name: Camelot Program Site Address: 108 Guinevere Lane  
Supervisor: Carmelle Community: Greenwich Cost Center: 12-1307  
Service Location:  I/DD Residential  MH Residential  
 Crisis Facility  24 Hr. Unlicensed Facility

**Fire Drill**

Date of Drill: 6/14/18 Start Time: 11:00  AM  PM  
End Time: 11:03  AM  PM  
Total Time Taken: 3 minutes & 0 seconds  
Individuals Involved (#): 2 Staff Involved (#): 1

Comments:

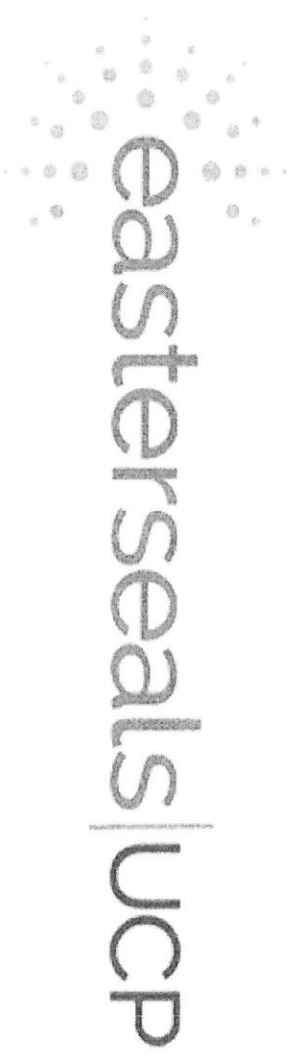
Completed By: [Signature] Reviewed By: [Signature]

**Emergency Drill - External Threat**

Date of Drill: 6/17/18 Start Time: 10:00  AM  PM  
End Time: 10:04  AM  PM  
Total Time Taken: 4 minutes & 0 seconds  
Individuals Involved (#): 2 Staff Involved (#): 1

Comments:

Completed By: [Signature] Reviewed By: [Signature]  
TR



# Fire/Emergency Drills

Residential – East

4<sup>th</sup> Quarter 2017-2018

April – June 2018

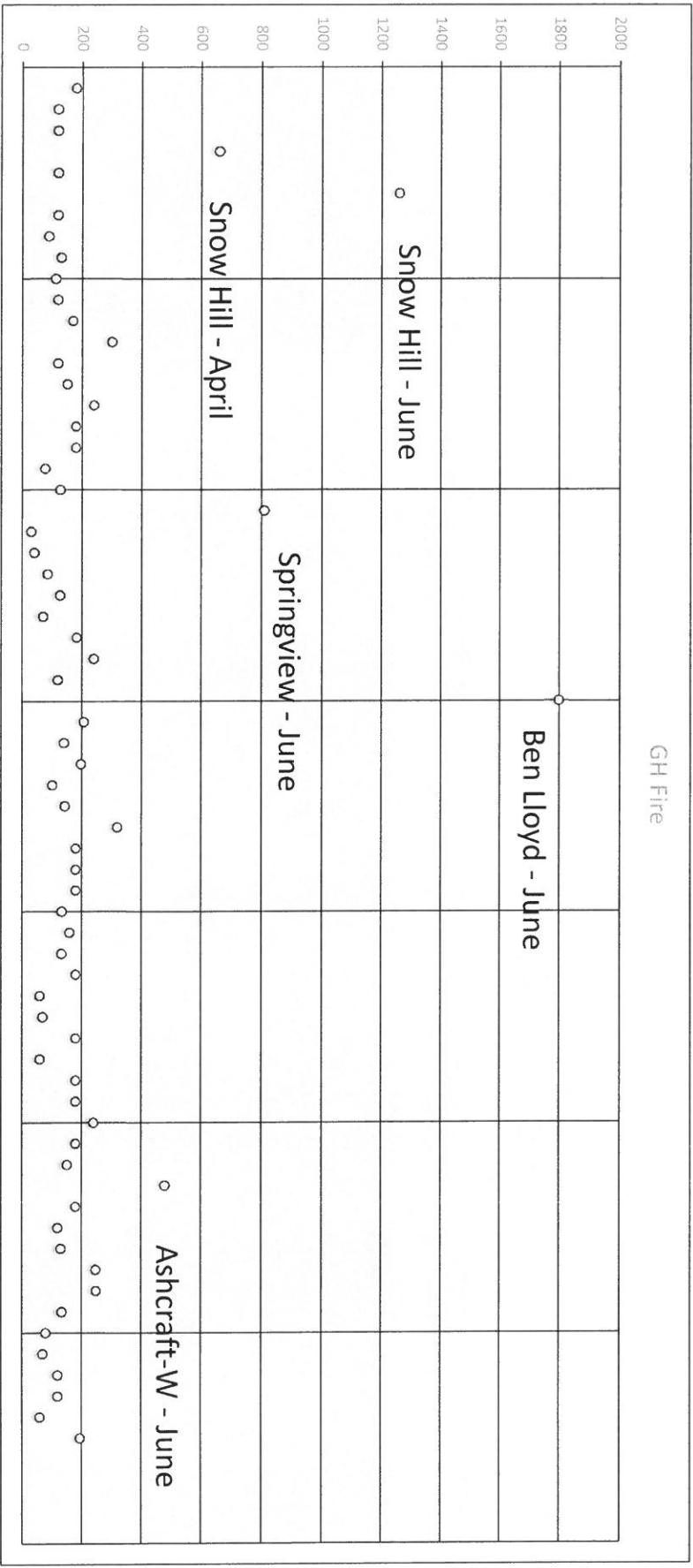
# Facilities Out of Compliance in Executing Drills

## Q4 2017-2018

- Ben Lloyd – Raleigh (East)
  - April – Failed to Complete the Emergency Drill Checklist
  - June – Failed to Execute the External Threat Drill
- Tilghman Rd – Wilson (East)
  - April – Failed to Complete the Emergency Drill Checklist
  - April – Failed to Execute the Evacuation Drill
- Long St – West Jefferson (West)
  - May – Failed to Execute the Fire Drill
  - May – Failed to Execute the Tornado Drill
- Elizabeth Dr – Dallas (West)
  - June - Individual did not exit facility
- Thomas Park – Waynesville (West)
  - June – Individual did not exit facility

# Q4 2017-2018 Group Home – Fire Drills

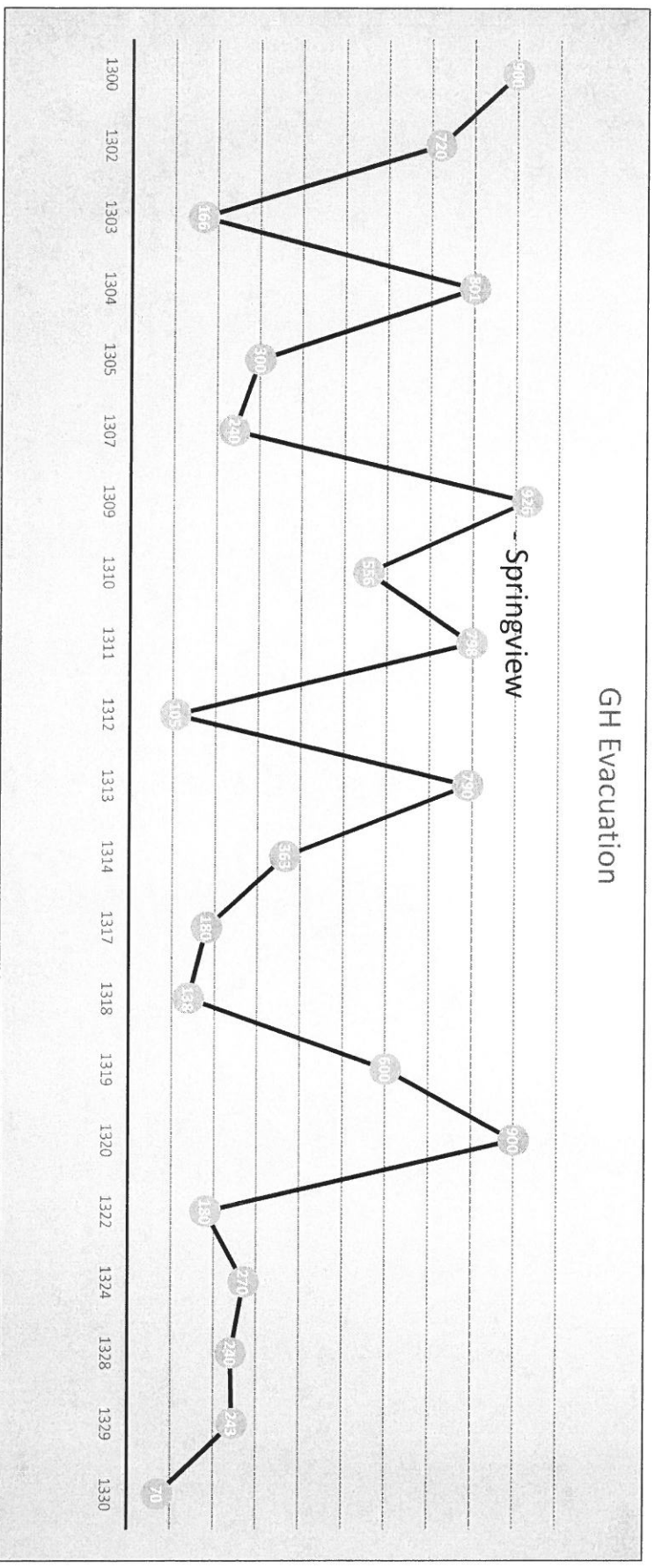
Apr 2PM-10PM / May 6AM-2PM / Jun 10PM  
(3 Minutes = 180 Seconds)





# Q4 2017-2018 Group Home – April Evacuation Drills – 2PM-10PM (15 Minutes = 900 Seconds / Average 452 Seconds)

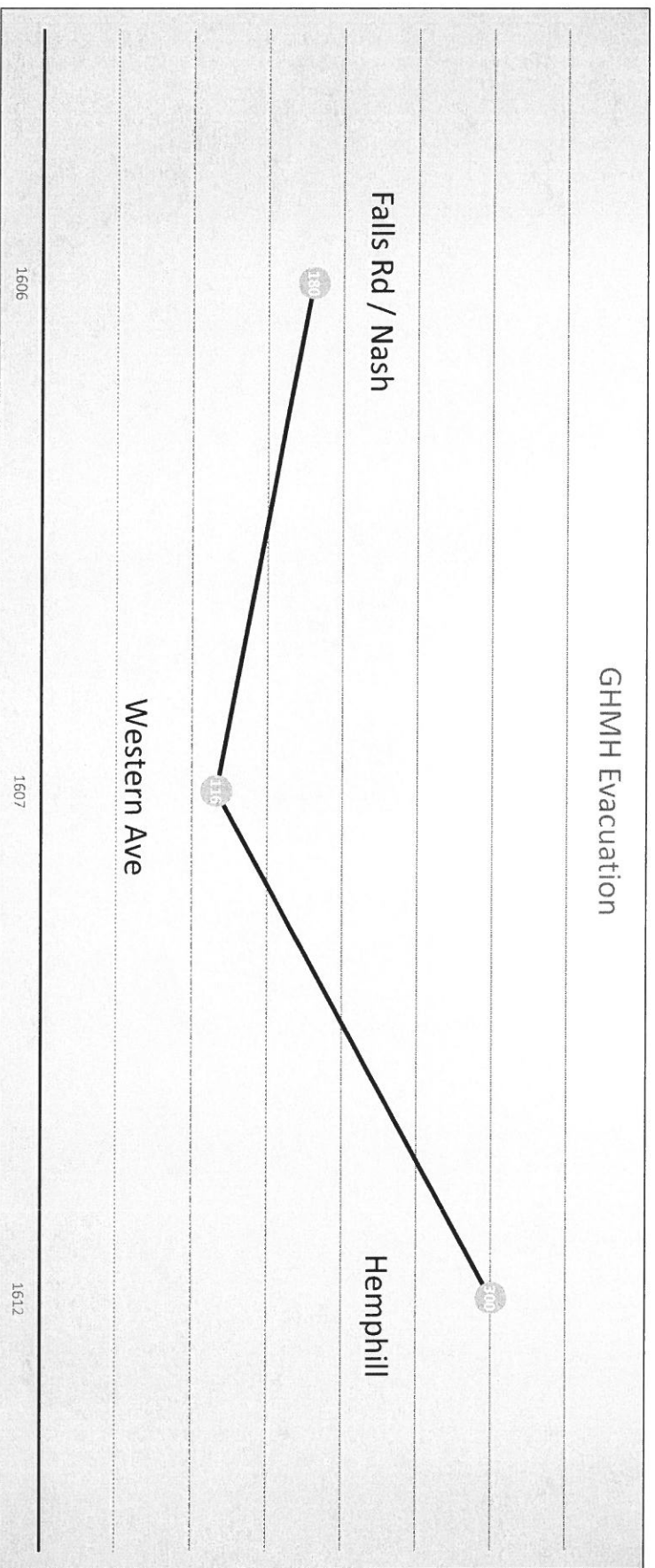
GH Evacuation





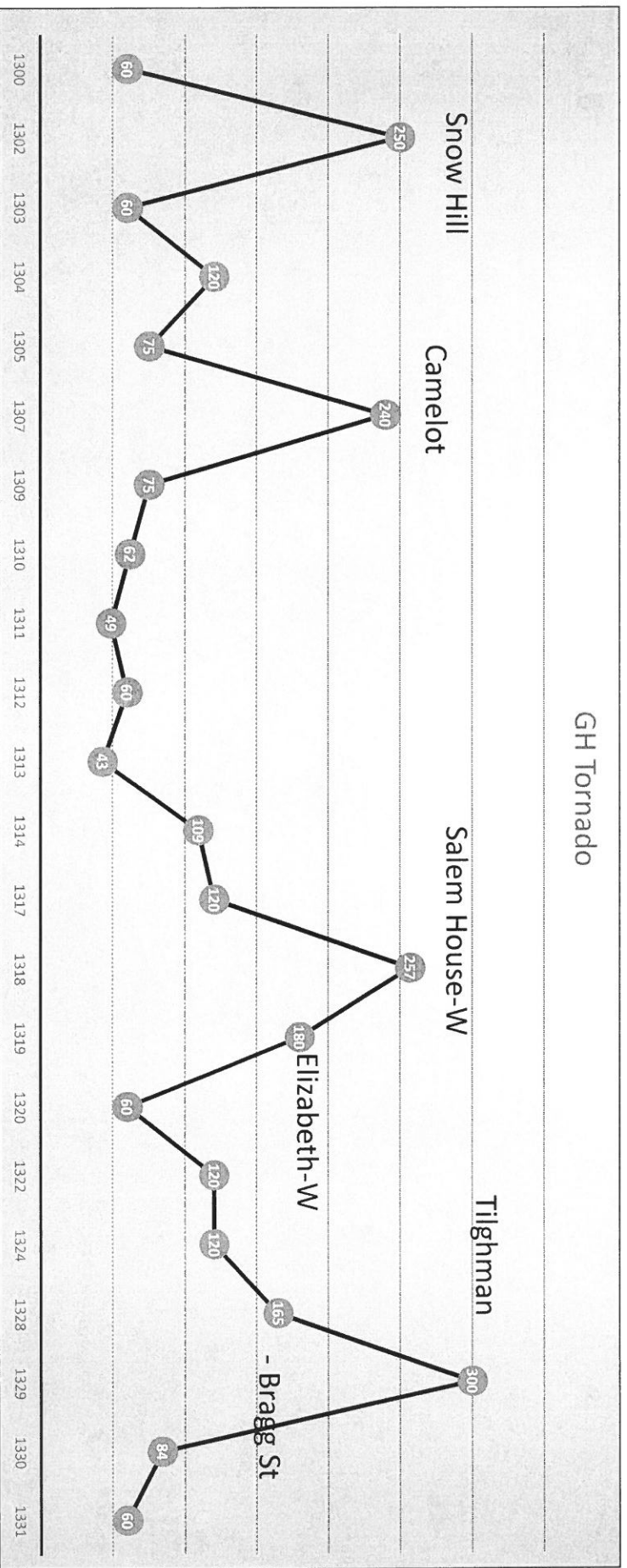
# Q4 2017-2018 Group Home MH – April Evacuation Drills – 2PM-10PM (15 Minutes = 900 Seconds)

## GHMH Evacuation

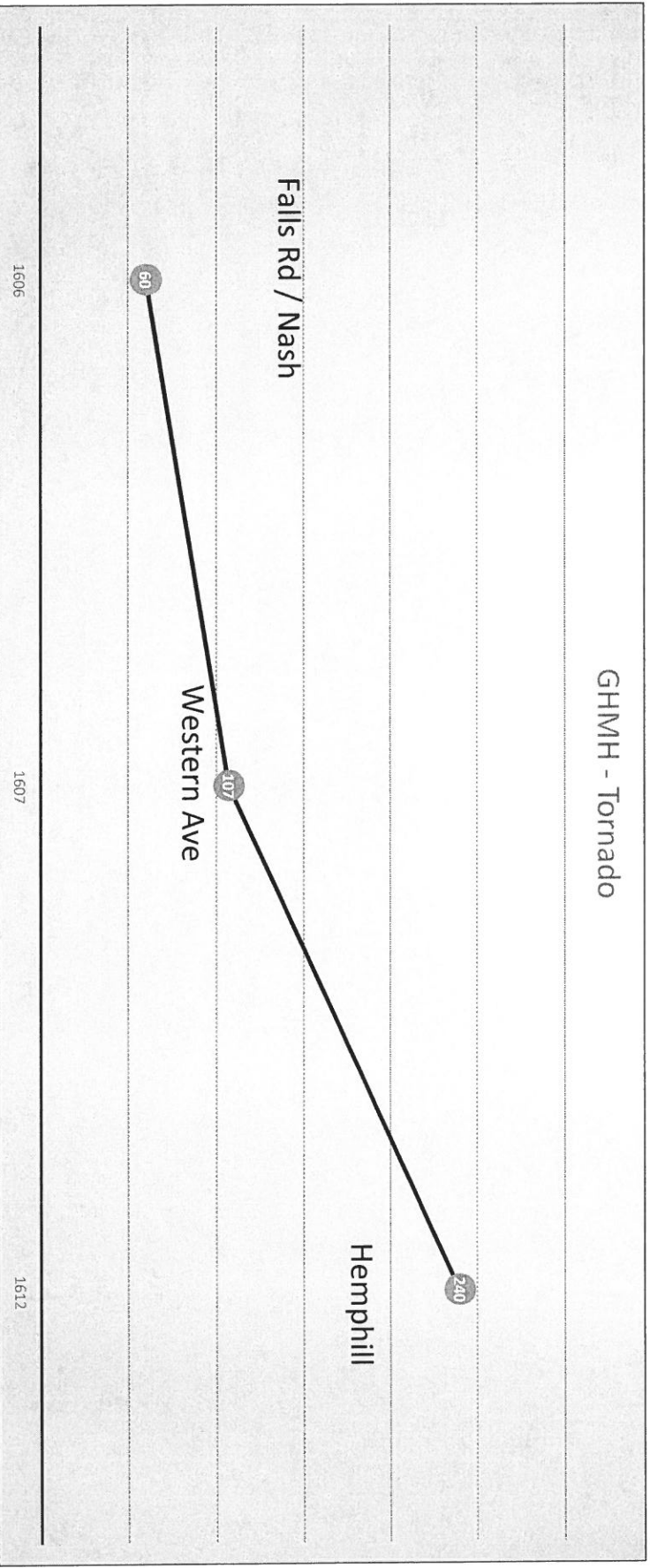


# Q4 2017-2018 Group Home – May Tornado Drills – 6AM-2PM (1 Minute = 60 seconds / 121 seconds)

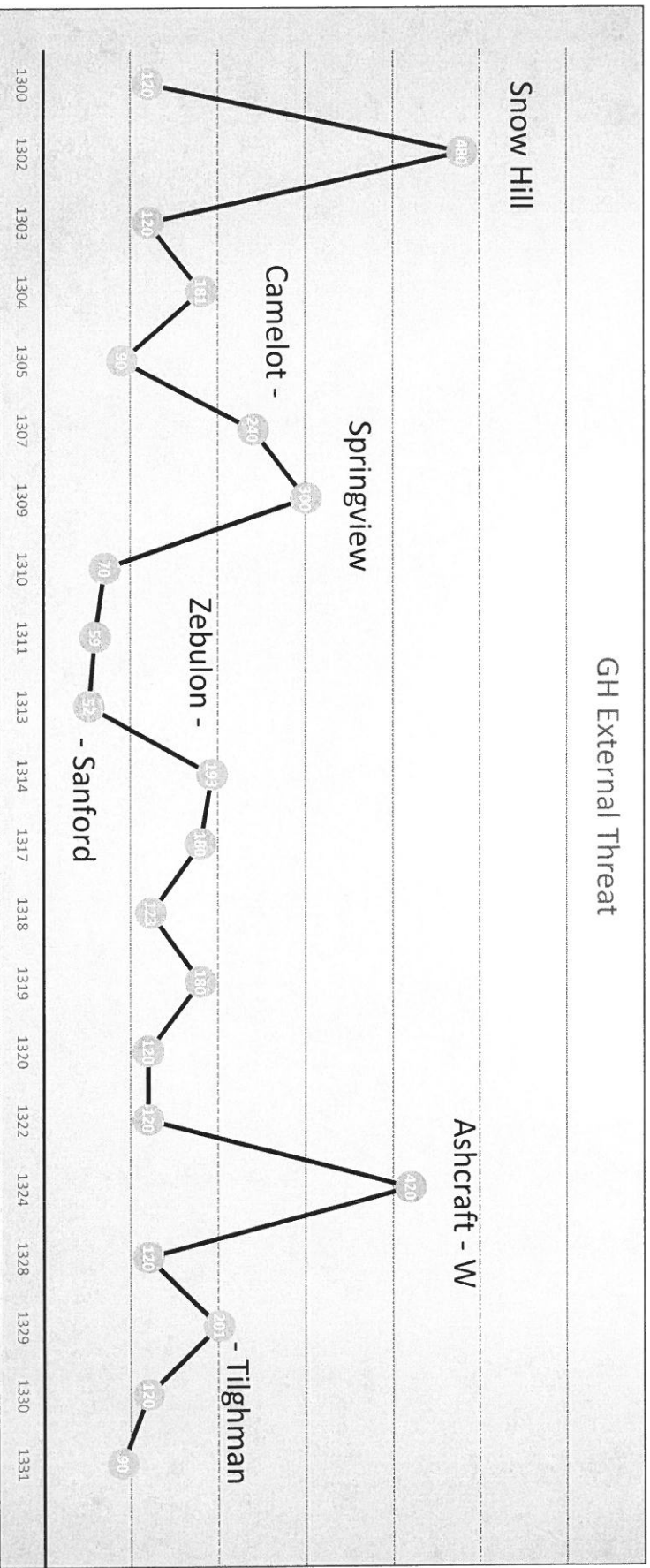
GH Tornado



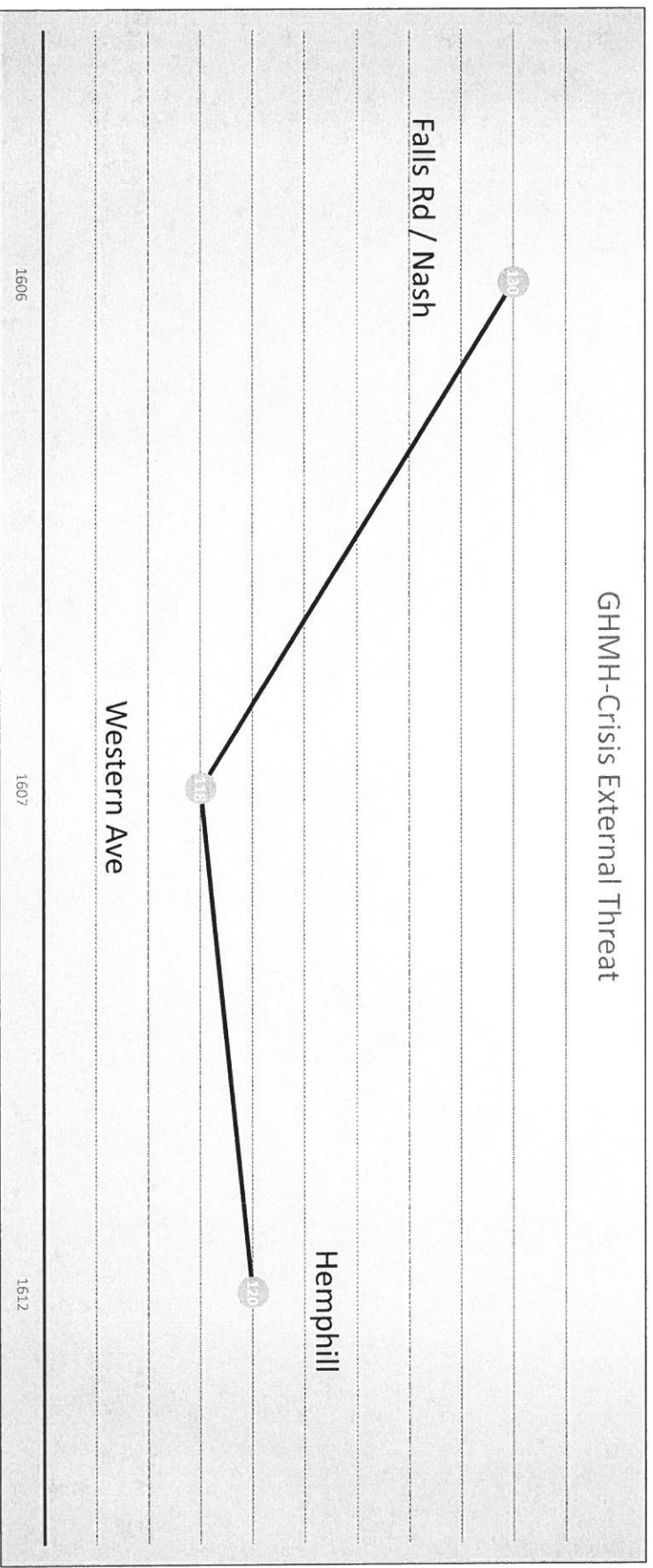
# Q4 2017-2018 Group Home MH – May Tornado Drills – 6AM-2PM (1 Minute = 60 seconds)



# Q4 2017-2018 Group Home – June External Threat Drill – 10PM-6AM (1 Minute = 60 Seconds / Average 170 Seconds)



# Q4 2017-2018 Group Home MH – June External Threat Drill – 10PM-6AM (1 Minute = 60 Seconds)





NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MARK PAYNE • Director, Division of Health Service Regulation

August 13, 2018

Heather Humphrey-Greer  
Easter Seals UCP North Carolina & Virginia, Inc.  
5171 Glenwood Avenue Suite 211  
Raleigh, NC 27612

Re: Annual and Complaint Survey completed 08/18/18.  
Camelot Supervised Living, 108 Guinevere Lane, Greenville, NC 27858  
MHL # 074-230  
E-mail Address: [heather.humphrey-greer@eastersealsucp.com](mailto:heather.humphrey-greer@eastersealsucp.com);  
[nikki.baker@eastersealsucp.com](mailto:nikki.baker@eastersealsucp.com)  
Intake #NC0014315 & NC00140226

Dear Ms. Greer:

Thank you for the cooperation and courtesy extended during the annual and complaint survey completed 08/08/18. Both complaints were substantiated.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

**Type of Deficiency Found**

- A standard level deficiency.

**Time Frames for Compliance**

- A standard level deficiency must be **corrected** within 60 days from the exit of the survey, which is 10/17/18.

**What to include in the Plan of Correction**

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.
- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records.  
***Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.***

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603  
MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718  
[www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr) • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER




August 13, 2018  
Easter Seals UCP North Carolina & Virginia, Inc.  
Heather Humphrey-Greer

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Wendy Boone, Team Leader at 252-568-2744

Sincerely,



Ryan Meredith  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section



Keith Hughes  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section

Cc: Leza Wainwright, Director, Trillium Health Resources LME/MCO  
Kim Keehn, Quality Management Director, Trillium Health Resources LME/MCO  
File