STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL038-024	A. BUILDING: _____ B. WING _____	08/27/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE PASSAGE	532 MOOSE BRANCH ROAD ROBBINSVILLE, NC 28771

(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 000	INITIAL COMMENTS An annual survey was completed on August 27, 2018. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.	V 000	RECEIVED By DHSR - Mental Health Lic. & Cert. Section at 8:41 am, Sep 20, 2018	
V 290	27G .5602 Supervised Living - Staff 10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or (2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or	V 290		

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V 290	Continued From page 1 more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body. (d) In facilities which serve clients whose primary diagnosis is substance abuse dependency: (1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and (2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client. This Rule is not met as evidenced by: Based on observation and interviews the facility failed to ensure that one staff was present at all times when any adult client is on the premises. The findings are: Observation at 9:00AM on 8/27/18 when entering the facility for the annual survey revealed: -The facility had three current clients and a capacity of 6. -The facility was located next door to a sister facility. The two facilities shared a driveway and were within walking distance to each other. Interview on 8/27/18 with Staff #1 revealed: -One client did not like to leave the facility and would refuse to go on outings. -There were times that the Staff member from the sister facility would bring their clients and stay in the facility because Client #1 did not want to leave. -She worked with two clients from the sister	V 290	By 10/1/18 ACS will provide additional staff as needed to provide a meaningful day to residents receiving Long Term Community Supports.	

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V 290	Continued From page 2 facility for "Meaningful Days". This was similar to one on one services in which she would take those clients into the community for different activities. She provided this service 7 days a week for two hours per day. When she worked with the clients from the sister facility, the staff member of the sister facility and those clients would be on site at her facility to provide supervision. Interview on 8/27/18 with the House Manager revealed: -The two facilities side by side would assist each other with supervision. -There were occasions when one staff would take two clients out and take the client who didn't want to go to the house next door. If the client refused to go then the staff and clients from next door would come to the facility and stay. Interview on 8/27/18 with the Operations Manager revealed: -The "Meaningful Day" service had to be provided by a staff member that did not operate the facility where the client lived according to the LME-MCO. -He felt that the benefit of having the facilities next door to each other was that they could interchange staff when necessary. -He acknowledged this arrangement was beneficial to staff and did not feel that any clients were opposed to going from house to house when needed.	V 290		