

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-937</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/07/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MERCIFUL HANDS DAY PROGRAM</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1203 BRANDT STREET SUITE E GREENSBORO, NC 27407</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
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual and Complaint Survey was completed on November 7, 2018. The complaint was substantiated (intake #NC00143195). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <ul style="list-style-type: none"> <li>- 10A NCAC 27G .1200: Psychosocial Rehabilitation for the Mentally Ill</li> <li>- 10A NCAC 27G .5400: Day activity for all disabilities</li> </ul>	V 000		
V 115	<p><b>27G .0208 Client Services</b></p> <p>10A NCAC 27G .0208 CLIENT SERVICES (a) Facilities that provide activities for clients shall assure that:</p> <ul style="list-style-type: none"> <li>(1) space and supervision is provided to ensure the safety and welfare of the clients;</li> <li>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</li> <li>(3) clients participate in planning or determining activities.</li> </ul> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle,</p>	V 115		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 115	<p>Continued From page 1</p> <p>there shall be one adult, other than the driver, to assist in supervision of the children.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility staff failed to provide activities suitable for the treatment/habilitation needs of the clients served, for one (client #1) of three clients surveyed. The findings are:</p> <p>Review on 11-6-18 of client #1 ' s facility record revealed he was:</p> <ul style="list-style-type: none"> <li>- admitted 4-4-18</li> <li>- 38 years old</li> <li>- diagnosed with: <ul style="list-style-type: none"> <li>- Bipolar Disorder -Unspecified</li> <li>- Adjustment Disorder</li> <li>- Intellectual Disability</li> </ul> </li> <li>- assessed on 4-4-18 to be: <ul style="list-style-type: none"> <li>- included on the state ' s Sex Offender Registry for Taking Indecent Liberties with a Minor</li> </ul> </li> </ul> <p>Interview on 11-6-18 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- staff from the facility take the clients on planned outings</li> <li>- outings consist of destinations to various public places</li> <li>- approximately one month ago he participated in an outing to a county fair</li> </ul> <p>Interview on 11-6-18 with a Corporal from the Sex</p>	V 115		

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V 115	<p>Continued From page 2</p> <p>Offense Division of the local Sheriff ' s Department revealed:</p> <ul style="list-style-type: none"> <li>- client #1 was in violation of the Sex Offender Registry program, when he attended the county fair</li> </ul> <p>Interview on 11-6-18 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- she was aware client #1 was on the Sex Offender Registry</li> <li>- she was aware all clients including client #1 went on an outing to a county fair</li> <li>- she had researched client #1 ' s listing on the Sex Offender Registry</li> <li>- she was aware client #1 ' s Sex Offender Registry listing stated: "minimum of 10 years"</li> <li>- she took the term, "minimum of 10 years" to mean that his listing on the registry ended after 10 years.</li> <li>- "I just saw ' 10 years ' -I just don ' t know. I know that people on the list aren ' t supposed to be on the list, and I thought it ended after 10 years."</li> </ul> <p>Interview on 11-7-18 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- staff plan and take clients on outings</li> <li>- outings are planned to occur about once every month</li> <li>- there was an outing to a county fair</li> <li>- all clients attended, including client #1</li> <li>- she was informed about one month ago, client #1 was on the Sex Offender Registry</li> <li>- she understood his limitations were: <ul style="list-style-type: none"> <li>- insure client #1 stays within the confines of the program</li> <li>- insure client #1 is supervised at all times</li> <li>- insure administrative staff know where</li> </ul> </li> </ul>	V 115		

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V 115	<p>Continued From page 3</p> <p>client #1 is at all times</p> <ul style="list-style-type: none"> <li>- during the county fair outing, client #1 was supervised the entire time</li> <li>- she was unaware client #1 was not supposed to go to fairs</li> <li>- "...he ' s like a kid. But he ' s done it (sex offense) before and I wouldn ' t say he ' d never do it again."</li> </ul> <p>Interview on 11-7-18 with the Program Coordinator revealed:</p> <ul style="list-style-type: none"> <li>- the facility took all the clients to the county fair on or about October 3, 2018</li> <li>- client #1 participated in that outing</li> <li>- going forward, "we will educate all our staff to be aware and to make sure he ' s always monitored and supervised. We ' ll always make sure our staff stay with him, and places he ' s not supposed to go to, he won ' t go."</li> </ul>	V 115		