

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601306	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 01/03/2019
NAME OF PROVIDER OR SUPPLIER HINDS' FEET FARM, INC-HART COTTAGE			STREET ADDRESS, CITY, STATE, ZIP CODE 14525 BLACK FARMS ROAD HUNTERVILLE, NC 28070		
(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	Continued From page 1 Interview on 1/3/19 with staff #1 revealed: -worked 12 hour shifts, day shift 6am/7am-6pm/7pm; -not done any disaster drills. Interview on 1/3/19 with staff #2 revealed she worked 12 hour shifts 7am-7pm or 7pm-7am. Review on 1/3/19 of the facility's fire and disaster drills log from 9/10/18-1/3/19 revealed: -only one fire drill conducted from 9/10/18-1/3/19. Further interview on 1/3/19 with the QP revealed the issue will be addressed and fire drills will be conducted as required.	V 114			

Subject: Emergency Procedures and Drills	Effective Date: September 2009
	Revised: January 2019
	Supersedes: All
Executive Director Approval:	

POLICY:

To ensure the safety of our members, Hinds' Feet Farm has established an emergency action plan. The emergency action plan is a way for Hinds' Feet Farm to prepare and plan for various emergencies. All personnel are responsible for knowing and following the plan. Each facility must schedule and hold all fire and emergency drills to test the plan and ensure its readiness in the event of an emergency at least on a quarterly basis for each shift.

Hinds' Feet Farm will uphold the following emergency plans and supplies requirements set forth by the NC Department of Health and Human Services rules for MH/DD/SA Facilities and Services in the 10A NC Administrative Code 27G .0207:

- (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.
- (b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.
- (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.
- (d) Each facility shall have basic first aid supplies accessible for use.

It is Hinds' Feet Farm's policy that all unscreened visitors, volunteers, and interns sign in before they begin the program activities with the members.

- The Program Director (or their designee if they're not on site) is in charge. Notify them immediately in the event of an emergency. The Program Director will give the directions in accordance with the needs of the specific emergency.
- First Aid kits are located in designated areas at each location. Asheville Day Program first aid kits are located in the kitchen on the top shelf of the "HFF Food" cabinet and in the "Teen Room" in the first cabinet in the storage closet. Huntersville Day Program first aid kits are located in the kitchen in the long cabinet next to the refrigerator. Huntersville Residential Program first aid kits are located in the staff office. There is also a first aid kit located in the supply closet of Huntersville's main administration building. There will also be a first aid kit in all Hinds' Feet Farm's vehicles.

- Weather radios will be located in each Hinds' Feet Farm facility in an area that will be monitored 24/7 for any severe weather alerts.
- In the case of evacuations or any time the members go off-site during program hours, the "Member Emergency Contact Information" binder will be brought with by a staff member.
- All members, visitors, volunteers, and interns MUST sign in and out every program day.

PROCEDURES:

For ALL emergencies: call 911.

For non-emergencies, use the following numbers as indicated by the emergency:

Marty Foil, Executive Director – (704) 634-7059

Local Police Department:

Huntersville – 704-875-6542

Local Police Department:

Asheville – 828-252-1110

Local Fire Department:

Huntersville – 704-875-3563

Local Fire Department:

Asheville – 828-259-5636

FIRE

Emergency Action

When the fire alarm goes off, someone smells smoke or sees a fire:

- The Program Director and all staff members will immediately alert all members that it is time to remain calm and evacuate the building. Staff will lead all members through the evacuation route posted at the room's entrance to the nearest unblocked exit.
- Staff should check all areas if safe to ensure all members have exited, including bathrooms and other classrooms.
- Staff will pick up all the sign-in and role sheets and evacuate with everyone else.
- The Program Director or designated staff member will call 911 once all members and staff members are safely evacuated.
- Everyone should assemble and remain at the designated evacuation area until the Fire Department instructs them otherwise. For Asheville – everyone should assemble and remain at the dumpsters in the parking lot until the Asheville Fire Department instructs them otherwise. For Huntersville – everyone should assemble and remain at the parking lot area in front of the main administration and The Ark buildings until the Huntersville Fire Department instructs them otherwise.
- After full evacuation while at the designated area, staff will do a roll call to ensure all members, staff, visitors, volunteers, and interns are accounted for. The local Fire Department will be notified if there are any missing people.
- No one will re-enter the building until the local Fire Department has given instructions that it is safe.

- According to the severity of the fire, staff will determine whether the program day will continue or be ended early and will notify families/guardians by phone. Staff will not leave members unattended at any time during an emergency.
- Staff will notify Hinds' Feet Farm's Executive Director as soon as possible and/or when everyone is safe.

Tips for Fire Response:

Always be certain exits are clear.

Remain calm and reassure members.

Fire inspections will be conducted annually.

Fire in-service trainings will be conducted upon intake (for members) or employment (for staff), and reviewed annually.

Fire drills will be conducted and recorded by staff on at least a quarterly basis for each shift.

NATURAL DISASTERS

Inclement weather is NOT considered a natural disaster. In the event of inclement weather including but not limited to snow and ice storms:

- Staff will monitor local news and weather channels, as well as other school/business closings.
- The weather radio should remain "on" in an area that will be monitored 24/7 for any subsequent weather alerts.
- If it is decided that inclement weather poses a risk to staff and members safely coming to or returning home from the program, then the Day Program will be closed or until weather permits and the Residential Members will remain indoors until weather permits. Additionally, the Asheville and Huntersville day programs will be closed when city schools are closed for inclement weather.
- Program Director or Executive Director will post day program closure information on the program website if possible.
- Staff posts program closure information on the local news channel website(s) if possible.

Emergency Action

When a natural disaster such as a severe storm, tornado, or hurricane has been sighted or indicated by the weather radio or television reports:

- Staff and members are to assemble in the interior core of the building. Asheville Day Program staff and members are to assemble in the classroom next to the kitchen or the HFF office depending on which room is closest. Huntersville Day Program staff and members will assemble in The Ark bathroom and shower area. Huntersville Residential Program staff and members are to assemble in the interior residents bathrooms. If there is time and if it is safe the staff and members of the Residential Program will assemble in the basement.
- All staff and members should stay away from all windows and doors to minimize the risk of injury due to flying debris.
- Staff should attempt to keep a weather radio or TV on to listen to the latest advisories.

- Once staff have assessed whether it is safe to move around again, staff will instruct members whether it is more appropriate for them to remain in program or return home depending on building safety.
- The weather radio should remain “on” in an area that will be monitored 24/7 for any subsequent weather alerts.
- In-service trainings will be conducted upon intake (for members) or employment (for staff), and reviewed annually.

UTILITY FAILURES

Emergency Actions

Power Outage

- Should the power not be restored within 30 minutes, staff and members will take the program van to an alternate location for the duration of the program day if possible. Otherwise, program staff has the discretion to end the program day early and work with members to arrange early transportation home. Staff will not leave until all members have left for home. Special note: the residential program has a back-up generator which will automatically restore power in the case of a power outage. Therefore, other programs in close proximity to the residential program also have the option of moving their program to the residential program facility on a temporary basis.

Water Outage

- If the water service is interrupted, staff will first examine the probable cause and contact Marty Foil (Executive Director) at 704-634-7059. Asheville will contact Foster Church building staff in person or by phone at 828- 274-2014.
- If the water is not able to be restored within 30 minutes, staff and members can either take the van to an alternate location for the day or choose to end the program day early. Staff will not leave until all members have left for home.

MISSING PERSONS

Emergency Action

Day Program

Responsibility for supervision rests with Day Program staff when a member is in attendance during program operation hours. All members are required every day to sign in and sign out on the Member Attendance Log. If a member that is not their own guardian, needs or wants to leave the program during program operation hours without prior approval from their guardian, the member’s emergency contact, family member/guardian, caregiver, friend, case manager and/or other approved responsible persons shall be notified prior to the member leaving the facility. These contacts shall be documented in the member’s progress notes. All end-of-day member departures will be verified by a staff member.

Should staff observe a member leaving the Day Program, they will:

- Attempt to prevent the departure - be courteous in preventing the departure and in returning the member to the program.
- Should the attempt fail, obtain assistance from other staff in the immediate area.
- Instruct another staff to inform the Program Director that a member is attempting to leave the program.
- The Program Director shall use their best judgment to discern if the member is a danger to themselves or others and will follow or instruct other staff to follow the member if necessary.
- The Program Director shall also use their best judgment to notify the member's guardian if applicable or the proper authorities.

Should staff discover that a member is missing from the Day Program, they will:

- Notify the Program Director and other staff members immediately.
- Make a thorough search of the program area, facilities, and property grounds.
- The Program Director will notify the member's guardian and/or responsible party if the member is not located.
- The Program Director will notify the Executive Director if the member is not located.
- The Program Director will use their best judgment to notify the police department if the member is not located within a period of no more than 3 hours from the time the member went missing.
- The Program Director shall provide search teams with the member's identification information.
- All involved parties will make an extensive search of the community and surrounding areas.

Upon return of the member to the program, staff will:

- Examine the member to determine if the member has been injured.
- Report any injuries and condition to the member's guardian.
- Contact the member's responsible party/emergency contact.
- Notify all involved parties that the member has been located.
- Will complete and file an Incident/Accident Report.
- Make appropriate documentation in the member's file.

Residential Program

If a member is not at the designated location beyond the established time period deemed as safe for them to be without supervision or leaves a location without permission; staff will implement the following procedure:

- If a member is missing or lost, staff will verify the time the member is eligible to be without supervision (documentation to stay alone) located in the member's file.
- If no documentation is available, if the time period has lapsed or the member leaves a location, staff will immediately notify the QP/Program Director and other staff members.

- Staff will search the entire program area, facilities, including closets, storage rooms, and the outside grounds for the missing/lost member. For members leaving the area without permission, staff will not try to physically stop/restrain them, but will follow them to ensure their safety.
- The QP/Program Director will notify the Executive Director, family/guardian, and/or responsible party if the member is not located.
- The Program Director will use their best judgment to notify the police department if the member is not located within a period of no more than 3 hours from the time the member went missing.
- The Program Director shall provide search teams with the member's identification information.
- All involved parties will make an extensive search of the community and surrounding areas.

Upon return of the member to the facility, staff will:

- Examine the member to determine if the member has been injured.
- Report any injuries and condition to the member's guardian.
- Contact the member's responsible party/emergency contact.
- Notify all involved parties that the member has been located.
- Will complete and file an Incident/Accident Report.
- Make appropriate documentation in the member's file.

MEDICAL EMERGENCIES

All Hinds' Feet Farm clinical staff must be trained and ready to act appropriately for medical emergencies for members. Minor medical problems and first aid are NOT considered "Medical Emergencies" and are defined as follows:

Minor Medical Problems: Minor cuts, scrapes, and bruises that can be treated by the member or staff are not considered to be "Medical Emergencies". If pain or swelling is severe or persists, Hinds' Feet Farm will contact member's legal guardian and/or case manager to ensure that the member will receive proper medical attention. If a minor cut may require stitches, staff will call the legal guardian and/or case manager to describe the injury and ask for instructions (such as calling primary care physician, taking member to ER or Urgent Care, etc.). Seizures do not routinely require attention from a physician and are not considered to be a "Medical Emergency" unless they continue for more than 5 minutes or the member has a series of seizures. If concerns arise staff will call legal guardian and/or case manager to describe the concerns and member's symptoms and ask for instructions.

Administering First Aid: All Hinds' Feet Farm staff must be trained for First Aid within 30 days of employment. If the decision to administer First Aid is made or if the doctor instructs First Aid to be administered, *this will be documented in an incident report within 48 hours*. A cut or scrape may be cleaned and bandaged, or ice packs may be applied to prevent swelling or reduce pain. Treatment of minor injuries will be limited to the types of treatment in which training was received in the First Aid training course.

Emergency Actions

- Upon admission to Hinds' Feet Farm, all members and/or legal guardians are required to complete and sign a consent form to approve emergency medical care and emergency contact information.
- Hinds' Feet Farm staff will be given a copy of this emergency contact information and consent form and must keep this form in the member's record at all times.

- If a member is seriously injured or ill, the following procedures must be followed:
- The staff will take the member to the nearest hospital emergency room or call an ambulance (911) based on the severity of the injury/illness. Staff must take the member's medical record to the hospital. Member's medical record should include the signed consent form for emergency medical care and emergency contact information.
- The staff will contact the member's legal guardian (if applicable) and/or emergency contact person before/after the member is treated for medical emergency. Hinds' Feet Farm's preference is that the legal guardian will be notified prior to the service being rendered is possible. Staff will also notify the case manager if applicable.
- The staff will notify the Executive Director.
- The staff will complete an Incident Report in IRIS within 24 hours.

HAZARDOUS MATERIALS/BOMB THREATS

Emergency Action

Should there be any threat or exposure of hazardous materials or a bomb near the facility and/or there is a suspicion of such:

- Staff will attempt to identify the source of the hazardous material and either (1) immediately lead all members to a safer area of the building, or (2) lead all members through evacuation procedures to the designated area.
- If evacuation is necessary, staff will take all sign-in and role sheets with them. While at the designated area, staff will do a roll call to ensure all members, staff visitors, volunteers, and interns are accounted for. Should anyone be missing, staff will notify the officials immediately.
- If necessary staff will shut down all air conditioners and close all doors and windows to prevent any hazardous gases from circulating. The emergency shut off switch for the air conditioner is located:
 - Asheville Day Program: The breaker in the electrical room.
 - The Ark-Huntersville: The metal switch located directly underneath the wall thermostat next to the kitchen entrance.
 - The Office-Huntersville: The metal switch located directly underneath the wall thermostat next to the bathroom entrance.
 - Puddin's Place- Huntersville- The metal switch located directly above the wall thermostat located in the great room and the bedroom hallway.
- Staff will call 911.
- No one should re-enter the facility until it is declared safe by emergency officials.

- According to the severity of the incident, staff will determine whether the program day will continue or be moved to another location. If the program cannot be continued or moved to another location, then staff must contact each member's guardian to arrange for the member to be picked-up and taken into the guardian's care.
- Staff will notify Hinds' Feet Farm's Executive Director as soon as possible and/or once all persons are in a safe location.

DANGEROUS PERSONS

Emergency Action

Should there be any threat or active situation of dangerous persons in or nearby and/or there is a suspicion of such:

- Depending on the situation and proximity of the dangerous persons the staff will first attempt to (1) lead all members through evacuation procedures to the designated area if possible or the safest location, or if evacuation is not possible, the staff will (2) immediately lead all members to a safer lockable area of the building.
- **If it is safe and possible to evacuate:** staff will take all sign-in and role sheets with them. According to the severity of the situation and proximity of the dangerous persons, staff will determine whether the members need to be moved to another location other than the designated area. Once all persons are in a safe location, staff will do a roll call to ensure all members, staff visitors, volunteers, and interns are accounted for. Should anyone be missing, staff will notify emergency officials immediately. No one should re-enter the area where the dangerous persons are until it is declared safe by emergency officials.
- **If evacuation is not possible:** staff will lead all members to a safer lockable area of the building. Lock the door and/or blockade the door with heavy objects. Silence all electronic devices in the room. Turn off all the lights and remain quiet until the emergency officials have arrived.
- Once all persons are in a safe and/or secured location call 911. If the dangerous persons are nearby and you cannot speak, call 911 and leave the phone line open to allow the dispatcher to listen to what is happening.
- When law enforcement or emergency officials arrive: remain calm and follow all of their instructions; put down any items in your hands; immediately raise your hands and spread your fingers keeping your hand visible at all times; avoid making any hand gestures or speaking to the official unless you are spoken to.
- Staff will notify Hinds' Feet Farm's Executive Director as soon as possible and/or once all persons are in a safe location.

EMERGENCY DRILLS

Procedures for conducting and documenting drills:

- The Program Director **and/or Residential Coordinator** will be responsible for scheduling and ensuring that all emergency drills are conducted on at least a quarterly basis and documented on the Quarterly Emergency Drill Log. In the

Residential Program, all emergency drills must be repeated at least quarterly for each shift. In addition, Program Directors and/or Residential Coordinator will have an in-depth review of each emergency policy, procedure and drill and document each individually on the Annual Review Emergency Drill Log.

- The Program Director and/or Residential Coordinator will notify all staff, including the Compliance Director, of the annual emergency drills schedule. The members should not be notified ahead of time of the scheduled drills.
- On the day of the drill, staff will conduct each drill under conditions that simulate a real emergency. Staff will simulate the appropriate emergency actions detailed in the procedure for each type of drill.
- The Program Director and/or Residential Coordinator conducting the drill will complete the Emergency Drill Log in the Emergency Procedures Binder that is to be kept on each individual program site.

Procedures for monitoring drills:

- The Program Director and/or Residential Coordinator will notify the Compliance Director of the emergency drills annual schedule for each shift.
- The Program Director and/or Residential Coordinator will make a copy of the completed drill form for each shift and give it to Compliance Director.
- Compliance Director will review quarterly drill forms and scan completed drills into electronic Compliance folder on main drive.
- Drill schedule and completion dates for each program will also be reviewed quarterly by Hinds' Feet Farm's Directors and reported in the Management meeting minutes.

Puddin's Place Fire Drill Instructions

The Residential Program staff **must** put the fire alarm system on TEST mode before conducting a simulated fire drill. If you do not put the fire alarm system in TEST mode the fire department will be dispatched and Hinds' Feet Farm could be fined. Follow the steps below to put the fire alarm system on TEST mode and conduct a fire drill:

Step 1 -Call BVS at 704-896-9989 or After-Hour Line Security Central at 1-800-286-5699

Step 2 -Give the representative our **Account Number (A-1551385)**

Step 3 -Tell the representative that you will be conducting a test of the fire alarm system and would like to put the alarm system in TEST mode for 30 minutes.

Step 4 -Once you have confirmed the alarm system is in TEST mode, document the "date", "time", and "shift" on the Fire and Disaster Drill Log and then begin the fire drill immediately by sounding alarms.

Step 5 -To sound the fire alarm, go to the fire alarm system panel located on the Puddin's Place hallway wall in between the office and mud room entrance and push the red "Drill" button and hold for 2 seconds or until the alarm starts to sound.

Step 6 -Evacuate the building according to the fire emergency procedures. Make sure to keep track of time to ensure that the fire drill is completed in less than 30 minutes. If you need more time to complete the fire drill, you must call back and repeat steps 1. through 3.

Step 7 -Once the fire drill is complete document the "Elapsed Evacuation Time" on the Fire and Disaster Drill Log.

Step 8 -Before members re-enter the building, you will need to silence and reset the alarm. Go back to the fire alarm system panel and push the red "ACK/STEP" button, and then push the red "ALARM SILENCE" button, and lastly push the red "RESET" button.

Step 9 -Finally, make sure to document your "staff initials", "comments and evacuation details", and "corrective actions" in the Fire and Disaster Drill Log.

Important Phone Number:

Alarm Monitoring Company – Security Central - 1-800-286-5699
(Account Number A-1551385)

Fire Alarm Maintenance Company – BVS Systems Inc. – 704-896-9989

Executive Director – Marty Foil – 704-634-7059

QUARTERLY EMERGENCY DRILL LOG

(All drills must be conducted quarterly and repeated for each shift)

Type of Drill: FIRE

Date:	Time:	Shift:	Elapsed Evacuation Time

Staff Initials:

Comments and Evacuation Details (Were members evacuated? If so, where did you evacuate to? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: OTHER DISASTER DRILLS (Natural Disasters, Utility Failures, Missing Persons, Medical Emergencies, Bomb Threats/Hazardous Materials and Dangerous Persons)

Date:	Time:	Shift:	Elapsed Evacuation Time

Staff Initials:

Comments and Evacuation Details (What drills were members evacuated? What drills were members not evacuated for? If so, where did you evacuate to? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

ANNUAL REVIEW - EMERGENCY DRILL LOG

Type of Drill: FIRE

Date:	Time:	Shift:	Elapsed Evacuation Time

Staff Initials:

Comments and Evacuation Details (Where was the fire? What exit did members evacuate from? Where did members evacuate to? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: NATURAL DISASTERS

Date:	Time:	Shift:	Drill Elapsed Time

Staff Initials:

Comments Details (What safe place did members take cover during drill? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: UTILITY FAILURES

Date:	Time:	Shift:	Elapsed Evacuation Time
			N/A

Staff Initials:

Comments Details: What types of utility failures did you review during the drill? Were the emergencies procedures followed correctly?:

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: Missing Persons

Date:	Time:	Shift:	Drill Elapsed Time

Staff Initials:

Comments Details (How long was the "member" missing? What areas were searched? Who would you contact if someone was missing? Where was the "member" found? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: MEDICAL EMERGENCIES

Date:	Time:	Shift:	Elapsed Evacuation Time
			N/A

Staff Initials:

Comments Details (What was the example of the "medical emergency" for this drill? What actions were taken? Who would you contact in the event of this emergency? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: BOMB THREAT/HAZARDOUS MATERIALS

Date:	Time:	Shift:	Elapsed Evacuation Time

Staff Initials:

Comments and Evacuation Details (What was the threat or hazard? Was evacuation necessary? If so, where did members evacuate to? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Type of Drill: DANGEROUS PERSONS

Date:	Time:	Shift:	Elapsed Evacuation Time

Staff Initials:

Comments and Evacuation Details (Was evacuation possible? If evacuation was not safe, what secure place did members take cover? Were the emergencies procedures followed correctly?):

Corrective Action (need for Improvement and/or additional training required):

Observations and Feedback from Compliance Director (if applicable):

Hinds' Feet Farm Management Meeting Minutes

Date:
Start Time:
End Time:

QM/QA/QI Committee Members: Marty Foil, Alison Spasoff, Heather Thompson, Erica Rawls

Cat Fulbright was present to take minutes.

Members Absent from Meeting: None

The QA/QI Committee will review and uphold the standards of practice and best practices to assure operational and programmatic performance.

- Discussion Points
- Trends in Incidents (Review/Reports)
- Trends in Complaints (Review/Reports)
- Trends in Client Rights/Intervention (Review/Reports)

Risk Management

- Health & Safety Discussion
- Review of Quarterly Emergency Drills and Schedule

Finance/Billing

- Contract Updates

Human Resources

- Health and Wellness Director – Melanie Sweet
- Re-Keying Locks to Master Key

Policies & Procedures

Program Development/Strategic Planning

- Re-opening of Hart Cottage
- New Admissions
- Future Meeting Schedule - Monthly

Updates from Community Meetings

Review Administrative Plans Annually

Upcoming Meetings:

Meeting was called to order at _____ am/pm.

QM/QA/QI Committee

- Trends in Incidents (Review/Reports)
- Trends in Complaints (Review/Reports)
- Trends in Client Rights/Intervention (Review/Reports)

Risk Management

- Health and Safety Discussion

Review of Quarterly Emergency Drills:

*****Important Note: All Drills must be completed quarterly. Residential programs must conduct a separate quarterly drill for each shift.**

Program Name	Drill Date	Shift/Drill Time	Report Scanned? Y/N
Huntersville Day Program			
Asheville Day Program			
Puddin's Place		AM/	
Puddin's Place		PM/	
Hart Cottage		AM/	
Hart Cottage		PM/	

Finance/Billing

Human Resources

Policies & Procedures

Program Development/Strategic Planning

Updates from Community Meetings

Review Administrative Plans Annually



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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

January 14, 2019

Martin Foil III, Director
Hinds Feet Farm, Inc.
P.O. Box 2842
Huntersville, NC 28070

Re: Annual and Follow up Survey completed 1/3/19
Hinds Feet Farm, Inc.-Hart Cottage, 14525 Black Farms Road, Huntersville, NC 28078
MHL# 060-1306
E-mail Address: mfoil@hindsfeetfarm.org; aspasoff@hindsfeetfarm.org

Dear Mr. Foil:

Thank you for the cooperation and courtesy extended during the annual and follow up survey completed January 3, 2019. A deficiency was cited.

As a result of the follow up survey, it was determined that all of the deficiencies are now in compliance, which is reflected on the enclosed Revisit Report.

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 Deficiencies Found

- Standard level deficiency was cited.

Time Frames for Compliance

- Standard level deficiencies must be corrected within 60 days from the exit date of the survey, which is March 4, 2019.

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.

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 • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

January 14, 2019
Martin B. Foil, III
Hinds Feet Farm, Inc.

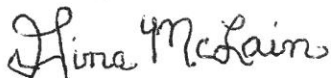
Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records. ***Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.***

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 Lynn Grier at (704)596-4072.

Sincerely,



Gina McLain
Facility Compliance Consultant I
Mental Health Licensure & Certification Section

Cc: Trey Suttan, Director, Cardinal Innovations LME/MCO
Onika Wilson, Quality Management Director, Cardinal Innovations LME/MCO
File