


PRINTED: 04/15/2019
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-248	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 04/11/2019
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NAME OF PROVIDER OR SUPPLIER BETTER CONNECTIONS-HARMONY	STREET ADDRESS, CITY, STATE, ZIP CODE 110 SALEM CIRCLE GREENVILLE, NC 27638
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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>INITIAL COMMENTS</p> <p>An annual and follow-up survey was completed on April 11, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p>	V 000	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>RECEIVED</p> <p><small>By DHSR - Mental Health Lic. & Cert. Section at 1:30 pm, Apr 23, 2019</small></p> </div>	
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p>	V 118		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE QA 4-23-19	(X6) DATE
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Division of Health Service Regulation

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V 118	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to insure medications and orders were implemented as ordered by the physician and failed to ensure MARs were kept current for one of two clients (#2). The findings are:</p> <p>Review on 04/09/19 and 04/10/19 of client #2's record revealed: - 27 year old female, - Admission date of 12/16/15. - Diagnoses of Mood Disorder Not Otherwise Specified, Unspecified Schizophrenia, Autism Spectrum Disorder and Mild Intellectual Developmental Disability.</p> <p>Review on 04/10/19 of a signed physician order for client #2 dated 11/08/18 revealed: - Accu-Check - take blood sugar 30 minutes before meals (6:30am, 11:30am and 4:30pm).</p> <p>Review on 04/10/19 of client January 2019 and April 2019 MARs revealed: January 2019 - The back page of the MAR revealed the blood sugar values were not obtained on the following dates due to no batteries for the glucometer (checks Finger Stick Blood Sugar (FSBS) values) - 01/17/19, 01/21/19 thru 01/24/19 and 01/28/19 thru 01/31/19.</p> <p>April 2019 - No documented blood sugar values.</p> <p>Review on 04/10/19 of an electronic facility record</p>	V 118	<p>Residential Director and Qualified Professional will provide in-service/ supervision to all staff in home about importance of individual's orders for blood sugars readings, when to document, where to document, notifying RD when equipment requires attention such as needing batteries or not functioning properly, etc..</p> <p>Information about the diagnosis of Diabetes specific to this individual's diagnosis and importance of following current orders will also be discussed in this in-service</p> <p>Residential Director will review and keep a log to ensure that accurate daily readings and recordings are done by DCP Staff according to written order on a weekly basis. See attached log.</p>	5-11-19

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER BETTER CONNECTIONS-HARMONY	STREET ADDRESS, CITY, STATE, ZIP CODE 110 SALEM CIRCLE GREENVILLE, NC 27838
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V 118	<p>Continued From page 2</p> <p>from January 2019 thru April 2019 revealed the following documented blood sugar values:</p> <ul style="list-style-type: none"> - January 2019 - 9 documented FSBS values. - February 2019 - 1 documented FSBS value. - March 2019 - 11 documented FSBS values. - April 2019 - 3 documented FSBS values. <p>Interview on 04/10/19 client #2 stated:</p> <ul style="list-style-type: none"> - Staff checked her FSBS values. - She did not recall the frequency of FSBS checks. <p>Interview on 04/10/19 the Residential Director stated staff had not been documenting the FSBS values as required.</p> <p>Interview on 04/10/19 the Clinical Director stated she would follow up with staff on documentation of FSBS values for client #2.</p>	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p>	V 736		

Division of Health Service Regulation

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V 736	<p>Continued From page 3</p> <p>Observation on 04/09/19 at approximately 1:30pm revealed:</p> <ul style="list-style-type: none"> - The kitchen table had particles of food on the surface. The light fixture above the kitchen table had 3 of 5 bulbs in the sockets. A chair at the kitchen table revealed a loose leg on the front. - The handle to the front storm door was loose. - The kitchen facet handle was loose. The kitchen window revealed dead insects on the inside of the sill. - The hallway bathroom revealed the towel rack was broken. - The carpet throughout the facility revealed dark spots. - The hallway walls revealed dark scuff marks. - Client #2's bedroom revealed a golf ball sized hole in the wall behind the door. A dresser revealed 3 broken drawers. <p>Interview on 04/11/19 the Operations Director stated he had no questions regarding facility items discussed at exit of the survey.</p> <p>[This deficiency constitutes a re-cited deficiency and must be corrected with 30 days.]</p>	V 736	<p>V736:</p> <p>Residential Director will complete weekly household checklist to ensure home is maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. Items noted in survey will specifically address noted areas to on left column. See attached checklist.</p> <p>Monthly checklists will continues to be completed by Residential Director. Oversight will be provided by QP and address any issues in monthly supervisions.</p> <p>RD will inservice staff on responsibilities of keeping home clean by reviewing checklist that is attached and specifically noting items above.</p>	5-11-19



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-22-19: _____

Outside Appearance	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gutters					
Trash of Ground					
Paint/Exterior condition					
General Repair					
Lawn Care					
Garbage covered and appropriate distance from home					
Gas/Charcoal grill clean and safety stored					

Interior Common Area	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					

Kitchen	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Cleanliness					
Appliances in working order					
Refrigerator/Freezer temps current and WNL					
Range/Oven clean and functional					
Microwave clean and functional					
Cold/Frozen food dated and within date (license facility)					
Pantry food dated and within date (license facility)					
Other equipment functional					
Dishes/cooking utensils clean and put away					
Storage equipment					

Bathrooms	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Tub/Shower- cleanliness and Repair					
Commode- cleanliness and repair					
Basin- cleanliness and repair					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-22-19: _____

Leaking Faucets, Drips, Plumbing Issues						
Clothing Hamper						
Towels- Clean and Hung Neatly						
Supplies- Soap, Towels, Caps, etc.						

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 1					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 2					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 3					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-22-19:

Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

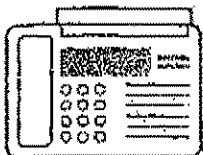
	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 4					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Universal Precautions					
Sharps container < 2/3 full and properly stored					
Bio-Hazard bags available					
Latex Gloves (or non-latex) available					
Hand Soap and sanitizer present					
Absorbent litter available for spills					
Garage does not open into a sleeping room					
Chemical Storage and Use					
Cleaning supplies in original labeled containers					
Gloves used when working with toxic chemicals					
Chemicals storage area secure					
Chemicals stored away from food					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
General					
Heating/Air Working					

F A X

Better Connections Inc.
315 Clifton Street
Greenville, NC 27858
252-814-2118



Number of sheets including cover: _____

To: Keith Hurter
Fax number: ~~252-689-6013~~ 919-715-8078

Better Connections Inc
Name: Deborah Gash
Fax number: 252-689-6013

Date: 4-23-19

Regarding: TOC

Phone number for follow-up:

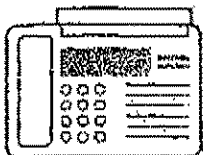
252-814-2118

Comment:

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Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-22-19:

Filters dated and change monthly						
Dryer unit functional and vent clear of lint						
GFCI outlet working						
Electrical outlets covered						
Extension cords within safety parameters						
Lamps/Light fixtures functional						
Spare light bulbs in stock						
Handicap evacuation plan present						
Evacuation plan posted						

Safety/hazardous conditions	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Hallways/ traffic areas free from clutter					
Doors well hinged and functional					
Door and windows locks in good repair and engaged					
Room temperature appropriate					
Floor free from spills and clutter					
Storage areas neat					
Note hot water temperature each sink/bathroom/shower (100-116 degrees)					

Test or Check the following	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Exit light above doors					
Smoke detectors functional- smoke detectors set off					
Fire alarm sounded and Fire Drill appropriate					
Security Alarm Functioning					
Exterior lights functional					
Fire Extinguishers - up to date					
First aid Kit not expired					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-22-19: _____

Plan of Correction Citations	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Table and counter top free of food particles					
No blown light bulbs					
Chairs to kitchen table not loose					
Kitchen faucet tightened					
Hallway bathroom towel racks repaired					
Carpet cleaned					
Holes repaired in wall					
Furniture not broken					

Residential Director's Signature _____ Date _____



Better Connections, Inc. - Household Checklist

Name of House: Salem

Week of 4-29-19: _____

Outside Appearance	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gutters					
Trash of Ground					
Paint/Exterior condition					
General Repair					
Lawn Care					
Garbage covered and appropriate distance from home					
Gas/Charcoal grill clean and safety stored					

Interior Common Area	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					

Kitchen	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Cleanliness					
Appliances in working order					
Refrigerator/Freezer temps current and WNL					
Range/Oven clean and functional					
Microwave clean and functional					
Cold/Frozen food dated and within date (license facility)					
Pantry food dated and within date (license facility)					
Other equipment functional					
Dishes/cooking utensils clean and put away					
Storage equipment					

Bathrooms	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Tub/Shower-cleaning and repair					
Commode-cleaning and repair					
Basin- cleaning and repair					



Better Connections, Inc. - Household Checklist

Name of House: Salem

Week of 4-29-19: _____

Leaking Faucets, Drips, Plumbing issues						
Clothing Hamper						
Towels- Clean and Hung Neatly						
Supplies- Soap, Towels, Cups, etc.						

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 1					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 2					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 3					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-29-19: _____

Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 4					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Universal Precautions					
Sharps container < 2/3 full and properly stored					
Bio-Hazard bags available					
Latex Gloves (or non-latex) available					
Hand Soap and sanitizer present					
Absorbent litter available for spills					
Garage does not open into a sleeping room					
Chemical Storage and Use					
Cleaning supplies in original labeled containers	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gloves used when working with toxic chemicals					
Chemicals storage area secure					
Chemicals stored away from food					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
General					
Heating/Air Working					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-29-19:

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Filters dated and change monthly					
Dryer unit functional and vent clear of lint					
GFCI outlet working					
Electrical outlets covered					
Extension cords within safety parameters					
Lamps/Light fixtures functional					
Spare light bulbs in stock					
Handicap evacuation plan present					
Evacuation plan posted					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Safety/hazardous conditions					
Hallways/ traffic areas free from clutter					
Doors well hinged and functional					
Door and windows locks in good repair and engaged					
Room temperature appropriate					
Floor free from spills and clutter					
Storage areas neat					
Note hot water temperature each sink/bathroom/shower (100-116 degrees)					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Test or Check the following					
Exit light above doors					
Smoke detectors functional- smoke detectors set off					
Fire alarm sounded and Fire Drill appropriate					
Security Alarm Functioning					
Exterior lights functional					
Fire Extinguishers – up to date					
First aid Kit not expired					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 4-29-19: _____

Plan of Correction Citations	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Table and counter top free of food particles					
No blown light bulbs					
Chairs to kitchen table not loose					
Kitchen faucet tightened					
Hallway bathroom towel racks repaired					
Carpet cleaned					
Holes repaired in wall					
Furniture not broken					

Residential Director's Signature _____ Date _____



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-6-19: _____

Outside Appearance	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gutters					
Trash of Ground					
Paint/Exterior condition					
General Repair					
Lawn Care					
Garbage covered and appropriate distance from home					
Gas/Charcoal grill clean and safety stored					

Interior Common Area	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					

Kitchen	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Cleanliness					
Appliances in working order					
Refrigerator/Freezer temps current and WNL					
Range/Oven clean and functional					
Microwave clean and functional					
Cold/Frozen food dated and within date (license facility)					
Pantry food dated and within date (license facility)					
Other equipment functional					
Dishes/cooking utensils clean and put away					
Storage equipment					

Bathrooms	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Tub/Shower- cleanliness and Repair					
Commode- cleanliness and repair					
Bosin- cleanliness and repair					



Better Connections, Inc. - Household Checklist

Name of House: Salem

Week of 5-6-19: _____

Leaking Faucets, Drips, Plumbing issues					
Clothing Hamper					
Towels- Clean and Hung Neatly					
Supplies- Soap, Towels, Cups, etc.					

Interior Bedroom # 1	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

Interior Bedroom # 2	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

Interior Bedroom # 3	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-6-19:

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Interior Bedroom # 4					
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Universal Precautions					
Sharps container < 2/3 full and properly stored					
Bio-Hazard bags available					
Latex Gloves (or non-latex) available					
Hand Soap and sanitizer present					
Absorbent litter available for spills					
Garage does not open into a sleeping room					
Chemical Storage and Use					
Cleaning supplies in original labeled containers	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gloves used when working with toxic chemicals					
Chemicals storage area secure					
Chemicals stored away from food					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
General					
Heating/Air Working					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-6-19: _____

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Filters dated and change monthly					
Dryer unit functional and vent clear of lint					
GFCI outlet working					
Electrical outlets covered					
Extension cords within safety parameters					
Lamps/Light fixtures functional					
Spare light bulbs in stock					
Handicap evacuation plan present					
Evacuation plan posted					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Safety/hazardous conditions					
Hallways/ traffic areas free from clutter					
Doors well hinged and functional					
Door and windows locks in good repair and engaged					
Room temperature appropriate					
Floor free from spills and clutter					
Storage areas neat					
Note hot water temperature each sink/bathtub/shower (100-116 degrees)					

	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Test or Check the following					
Exit light above doors					
Smoke detectors functional- smoke detectors set off					
Fire alarm sounded and Fire Drill appropriate					
Security Alarm Functioning					
Exterior lights functional					
Fire Extinguishers -- up to date					
First aid Kit not expired					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-6-19: _____

Plan of Correction Citations	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Table and counter top free of food particles					
No blown light bulbs					
Chairs to kitchen table not loose					
Kitchen faucet tightened					
Hallway bathroom towel racks repaired					
Carpet cleaned					
Holes repaired in wall					
Furniture not broken					

Residential Director's Signature _____ Date _____



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-13-19: _____

Outside Appearance	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Gutters					
Trash of Ground					
Paint/Exterior condition					
General Repair					
Lawn Care					
Garbage covered and appropriate distance from home					
Gas/Charcoal grill clean and safety stored					

Interior Common Area	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					

Kitchen	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Cleanliness					
Appliances in working order					
Refrigerator/Freezer temps current and WNL					
Range/Oven clean and functional					
Microwave clean and functional					
Cold/Frozen food dated and within date (license facility)					
Pantry food dated and within date (license facility)					
Other equipment functional					
Dishes/cooking utensils clean and put away					
Storage equipment					

Bathrooms	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Tub/Showers-cleanliness and Repair					
Commode-cleanliness and repair					
Basin- cleanliness and repair					



Better Connections, Inc. -- Household Checklist

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Leaking Faucets, Drips, Plumbing Issues					
Clothing Hamper					
Towels- Clean and Hung Neatly					
Supplies- Soap, Towels, Cups, etc.					

Interior Bedroom # 1	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

Interior Bedroom # 2	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					
Floors- Cleanliness and Repairs					
Doors- Cleanliness and Repairs					
Window coverings- Cleanliness and Repairs					
Heating/Air Vents clear					
Placement of Pictures/Posters/Decor					

Interior Bedroom # 3	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Furnishings- Cleanliness and Repairs					
Walls- Cleanliness and Repairs					
Windows- Cleanliness and Repairs					



Enter Connections, Inc. - Household Checklist

Name of House: Salem

Week of 5-13-19:

Floors- Cleanliness and Repairs						
Doors- Cleanliness and Repairs						
Window coverings- Cleanliness and Repairs						
Heating/Air Vents clear						
Placement of Pictures/Posters/Decor						

Interior Bedroom # 4						
Furnishings- Cleanliness and Repairs						
Walls- Cleanliness and Repairs						
Windows- Cleanliness and Repairs						
Floors- Cleanliness and Repairs						
Doors- Cleanliness and Repairs						
Window coverings- Cleanliness and Repairs						
Heating/Air Vents clear						
Placement of Pictures/Posters/Decor						

Universal Precautions						
Sharps container < 2/3 full and properly stored						
Bio-Hazard bags available						
Latex Gloves (or non-latex) available						
Hand Soap and sanitizer present						
Absorbent litter available for spills						
Garage does not open into a sleeping room						
Chemical Storage and Use						
Cleaning supplies in original labeled containers						
Gloves used when working with toxic chemicals						
Chemicals storage area secure						
Chemicals stored away from food						

General						
Heating/Air Working						



Better Connections, Inc. - Household Checklist

Name of House: Salem

Week of 5-13-19:

Filters dated and change monthly							
Dryer unit functional and vent clear of lint							
GFCI outlet working							
Electrical outlets covered							
Extension cords within safety parameters							
Lamps/Light fixtures functional							
Spare light bulbs in stock							
Handicap evacuation plan present							
Evacuation plan posted							

Safety/hazardous conditions	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Hallways/traffic areas free from clutter					
Doors well hinged and functional					
Door and windows locks in good repair and engaged					
Room temperature appropriate					
Floor free from spills and clutter					
Storage areas neat					
Note hot water temperature each sink/bathtub/shower (100-116 degrees)					

Test or Check the following	Exemplary	Satisfactory	Unsatisfactory	N/A	Comments
Exit light above doors					
Smoke detectors functional- smoke detectors set off					
Fire alarm sounded and Fire Drill appropriate					
Security Alarm Functioning					
Exterior lights functional					
Fire Extinguishers - up to date					
First aid Kit not expired					



Better Connections, Inc. -- Household Checklist

Name of House: Salem

Week of 5-13-19: _____

Plan of Correction Citations	Exempt	Satisfactory	Unsatisfactory	N/A	Comments
Table and counter top free of food particles					
No blown light bulbs					
Chairs to kitchen table not loose					
Kitchen faucet tightened					
Hallway bathroom towel racks repaired					
Carpet cleaned					
Holes repaired in wall					
Furniture not broken					

Residential Director's Signature _____ Date _____