

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/10/2019
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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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V 000	INITIAL COMMENTS A complaint survey was completed on 10/10/19. The complaints were substantiated. (Intakes #NC156402, #NC156603). Deficiencies were cited. This facility is licensed for the following service categories: 10A NCAC 27 G .4300 Therapeutic Community, 10A NCAC 27G .4100 Residential Recovery Programs for Individuals With Substance Abuse Disorders and Their Children.			
V 109	27G .0203 Privileging/Training Professionals 10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS (a) There shall be no privileging requirements for qualified professionals or associate professionals. (b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served. (c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (d) Competence shall be demonstrated by exhibiting core skills including: (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. (e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.		<p style="text-align: right; color: red;">NOV 7 2019</p> <p style="text-align: center; color: blue;">DHSS - Mental Health Lic. & Cert. Section</p> <p>All Employees will be trained on NCGS 10A NCAC 27G.0203. Retraining will include Hope Haven's Policy and Procedure Rules of Conduct and Updated Code of Ethics outlining their professional responsibility.</p> <p>A sign-in sheet and a training document will be signed by each employee as well as the trainer and will be filled in each employee's personnel record.</p> <p>Specifically, training will focus on the following:</p> <ul style="list-style-type: none"> - Anytime a staff member observes any activity to be inappropriate, unsafe or concerning they will immediately notify their supervisor. If they feel they can't take it to the supervisor, they will notify the VP, Clinical Services or CEO to assure the activity is reported in an appropriate and timely manner. - Monitoring and documenting shall be performed by the Supervisor and immediately forwarded to the VP of Clinical Services and VP of Human Resources. Such documentation will indicate date, time, staff and client name, a brief description of type of ethical violation. ie. Privacy of person, client rights, discrimination, exploitation for personal gains – be it sexual, financial or social, etc. - An internal investigation will be conducted for all incidents that are reported to determine if disciplinary steps will be invoked as outlined in the Policy and Procedure Section 4 Rules of Conduct. - The results of the internal investigation will be reported to the CEO who will be responsible to determine what reporting requirements must be met. 	

Division of Health Service Regulation
 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Sim Gej

TITLE

Julian CEO

(X6) DATE

10/31/19

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V 109	<p>Continued From page 2</p> <p>(the FVP of CS) and FC#4 were having a relationship; -brought to the attention of the Interim CEO(Chief Executive Officer) on 9/21/19; -the FVP of CS was on site and acknowledged the relationship; -the FVP of CS was suspended immediately by the Interim CEO and instructed to have no contact with any clients or staff at the facility; -internal investigation was initiated.</p> <p>Interview on 10/3/19 with staff #1 revealed: -was working on Saturday 9/21/19 when client #1 and client #2 came to her with "high anxiety;" -client #2 stated she "can't hold it anymore;" -client #2 reported the FVP of CS was having a relationship with FC#4, there were pictures and FC#4 had a cell phone; -staff #1 went immediately to report this to her supervisor.</p> <p>Interview on 10/1/19 with SAC #1 revealed: -work as the weekend substance abuse counselor; -early on Saturday morning(9/21/19), client #1 and client #2 stopped staff #1 and were upset; -talked to client #1 and client #2; -both client #1 and client #2 were very emotional and started to talk about an affair going on between the FVP of CS and FC#4; -client #1 and client #2 reported there were pictures of the FVP of CS and FC#4 on her cell phone; -saw pictures on FC#4's cell phone of her and the FVP of CS kissing; -FC#4 admitted to the relationship; -the FVP of CS was suspended on 9/21/19 and later resigned on 9/23/19.</p> <p>Interview on 10/3/19 with SAC#3 revealed:</p>	V 109		
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V 109	<p>Continued From page 3</p> <ul style="list-style-type: none"> -client #3 came to her late on the evening of 9/20/19 around 9:40pm; -was administering medications and client #3 made sure she was the last client to get medications; -client #3's eyes were red and she was not acting herself; -asked client #3 what was going on; -client #3 said she had her own issues to deal with like drug court and was also carrying around other clients' issues; -client #3 stated she could not do it anymore; -client #3 also stated she did not know if she wanted to stay at the facility anymore; -client #3 asked SAC#3 what would happen if a staff was having a relationship with a client; -told her the allegations would be investigated and dealt with; -client #3 reported her roommate FC#4 was in a relationship with the FVP of CS; -reported FC#4 had a cell phone she used to communicate with the FVP of CS; -client #3 reported she was not able to sleep at night because the FVP of CS and FC#4 would talk for hours on the cell phone; -client #3 also stated the FVP of CS paid for transportation to come pick up FC#4 on Sundays and take FC#4 to his home; -client #4 stated she decided to finally tell because FC#4 told her the FVP of CS had asked FC#4 to get him some drugs; -client #3 stated after she saw the FVP of CS stand up and talk about recovery, staying clean and following the rules, it made her "sick;" -client #3 was crying and emotional while she was relating this information; -told client #3 to calm down, have a nice night and staff would deal with it; -SAC#3 stated "by this time, it was way past time to leave(for her shift to end);" 	V 109		

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V 512	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the former Vice President of Clinical Services(FVP of CS) exploited 1 of 1 former client (FC#4). The findings are:</p> <p>Review on 10/1/19 of the personnel record of the FVP of CS revealed: -hire date of 5/1/99; -resigned on 9/23/19; -currently licensed as a Licensed Clinical Addiction Specialist (LCAS) and a Certified Clinical Supervisor(CCS); -most recent completed trainings in the following areas: Client Rights 12/9/14, Ethics 10/2/13, Exploitation 2/8/11 and Adaptive De-escalation Alternatives 7/31/19; -Code of Ethics form signed by the FVP of CS dated 12/6/13 with the following documented: "I will not engage in any activity that could be construed as exploitation of residents for personal gain-be it sexual, financial or social;" -a letter dated 9/23/19 sent by e-mail to the Interim CEO(Chief Executive Officer) from the FVP of CS documented the following: "Unfortunately, recent occurrences are forcing me to decide to move forward with my resignation as Vice President of Clinical Services, effective immediately. My retirement plans have had Hope Haven as my last base for 20 years. I do feel that Hope Haven's Clinical Department is in need of new leadership in order to continue to move forward in its rebuilding plans and this can best be done without me. I will miss the challenges and the adventures my role there has offered me during my 20 years of service at Hope Haven."</p> <p>Review on 10/1/19 of FC#4's record revealed: -admitted on 7/24/19 with the diagnoses of Stimulant Use Disorder Severe, Alcohol Use</p>	V 512	<ul style="list-style-type: none"> - With respect to resident reporting, if a resident suspects or has knowledge of any harm, abuse, neglect, or exploitation, s/he will report any information by calling 704-392-8809 Ext. 415. This extension is monitored by the VP, Human Resources. - Resident reporting guidelines are posted in all community rooms, at the two cafeteria entrances, the Chapel, and Resident Computer Lab. - Anytime a staff member observes any activity to be inappropriate, unsafe or concerning they will immediately notify their supervisor. If they feel they can't take it to the supervisor, they will notify the VP, Clinical Services or CEO to assure the activity is reported in an appropriate and timely manner. - Monitoring and documenting shall be performed by the Supervisor and immediately forwarded to the VP of Clinical Services and VP of Human Resources. Such documentation will indicate date, time, staff and client name, a brief description of type of ethical violation. ie. Privacy of person, client rights, discrimination, exploitation for personal gains – be it sexual, financial or social, etc. - An internal investigation will be conducted for all incidents that are reported to determine if disciplinary steps will be invoke as outlined in the Policy and Procedure Section 4 Rules of Conduct. - The results of the internal investigation will be reported to the CEO who will be responsible to determine what reporting requirements must be met. - Training Outcomes also included a thorough understanding of – Hope Haven Code of Ethics; Healthy / Professional Boundaries; Blurred Boundaries; Self-care 	

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V 512	<p>Continued From page 6</p> <p>Disorder Moderate, Unspecified Depressive Disorder, Attention Deficit Hyperactivity Disorder and a History of Eating Disorder; -left facility on 9/21/19 against treatment recommendations; -admission assessment dated 7/18/19 documented FC#4 used methamphetamines, alcohol, marijuana, was on probation for drug related charges, was incarcerated for probation violation from 2/5/19-4/8/19, completed 90 days of substance abuse treatment on 7/15/19, had an extensive criminal record, had three children all in the custody of relatives, had supervised visits with her youngest son in the maternal grandparents' custody, was involved in severe domestic violence with prior partners, had a history of being sexually abused, was homeless, had limited coping skills and had a conflictual relationship with her parents; -Temporary Custody Order dated 10/1/18 documented FC#4 had visitation with her child on Mondays and Thursdays from 5:00pm-7:00pm and Saturdays from 12:00pm-6:00pm; -"Resident Rules" form signed by FC#4 dated 7/24/19 documented the following: residents may not leave the premises without staff approval and no cell phones were allowed until after completion of the training program; -"Rules Infraction Report" form dated 9/21/19 documented: entire room was in disarray with trash, empty fast food containers, bowls of food left over, clothing and shoes thrown across the floor and two cell phones belonging to FC#4.</p> <p>Review on 10/1/19 of the July 2019, August 2019 and September 2019 monthly clinical case notes for FC#4 completed by Substance Abuse Counselor(SAC) #2 revealed: -had been medication compliant and attended NA(Narcotics Anonymous) three times a week;</p>	V 512		
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V 512	<p>Continued From page 7</p> <ul style="list-style-type: none"> -attended on site recovery events and Hope Haven forum; -had attended Group Therapy, Women's Educational Group, Individual Therapy and obtained a sponsor; -FC#4 was given permission to attend visitation with her child at her parents' home on Saturday from 12:00pm to 6:00pm and was also given permission to make up time on Sundays; -on 9/5/19 visitation with FC#4's child was increased on Sundays from 1:00pm-6:00pm due to her weekday activities interfering with her visitation schedule; -an e-mail was generated by the FVP of CS documenting FC#4 reported to the FVP of CS she had a stalker, had given the FVP of CS a picture of the stalker and the FVP of CS notified staff to be on the look out for the possible stalker; -on 9/19/19 FC#4 disclosed in a meeting that she had not been going to her parents' home every Sunday due to her parents having other commitments; -on 9/21/19 a room search was conducted due to reports FC#4 had a cell phone; -FC#4 spent a lot of time in her room as well as the office of the FVP of CS since she was appointed the Secretary of the Residents' Association. <p>Interview on 10/1/19 with SAC#2 revealed:</p> <ul style="list-style-type: none"> -was the counselor for client #1, #2 and #3; -also counselor for FC#4; -had some suspicions about FC#4's interaction with the FVP of CS; -the FVP of CS sent emails regarding FC#4 and her ex-partner; -the FVP of CS had a picture of FC#4's ex-partner FC#4 sent to him via her personal e-mail; -FC#4 received a big bouquet of flowers from her 	V 512		
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V 512	<p>Continued From page 8</p> <p>ex-partner at the front desk; -went to front desk and receptionist told her flowers were for FC#4; -receptionist told her the FVP of CS said he would handle the flowers for FC#4; -next saw flowers in the office of the FVP of CS; -asked the FVP of CS did he want her(SAC#2) to talk to FC#4 about the flowers and the FVP of CS told her he would talk to FC#4 about it; -observed the FVP of CS and FC#4 walk together across the parking lot; -during an event, saw the FVP of CS sitting at the same table with FC#4; -wondered why the FVP of CS was investing so much time in FC#4; -voiced her concerns to the CP Sup(Clinical Program Supervisor).</p> <p>Interview on 10/3/19 with SAC#3 revealed: -client #3 came to her late on the evening of 9/20/19 around 9:40pm; -was administering medications and client #3 made sure she was the last client to get medications; -client #3's eyes were red and she was not acting herself; -asked client #3 what was going on; -client #3 said she had her own issues to deal with like drug court and was also carrying around other clients' issues; -client #3 stated she could not do it anymore; -client #3 also stated she did not know if she wanted to stay at the facility anymore; -client #3 asked SAC#3 what would happen if a staff was having a relationship with a client; -told her the allegations would be investigated and dealt with; -client #3 reported her roommate FC#4 was in a relationship with the FVP of CS; -reported FC#4 had a cell phone she used to</p>	V 512		
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V 512	<p>Continued From page 9</p> <p>communicate with the FVP of CS; -client #3 reported she was not able to sleep at night because the FVP of CS and FC#4 would talk for hours on the cell phone; -client #3 also stated the FVP of CS paid for transportation to come pick up FC#4 on Sundays and take FC#4 to his home; -client #3 stated she decided to finally tell because FC#4 told her the FVP of CS had asked FC#4 to get him some drugs; -client #3 stated after she saw the FVP of CS stand up and talk about recovery, staying clean and following the rules, it made her "sick;" -client #3 was crying and emotional while she was relating this information; -told client #3 to calm down, have a nice night and staff would deal with it; -SAC#3 stated, "by this time, it was way past time to leave(end of SAC#3's shift);" -the next morning, called the CP Sup to report it and found out it had already been reported.</p> <p>Review on 10/1/19 of an incident report dated 9/21/19 regarding FC#4 revealed the following documented: -evidence of therapeutic boundary violation; -the FVP of CS and FC#4 were involved in a relationship; -brought to the attention of the Interim CEO on 9/21/19; -the FVP of CS was on site and acknowledged the relationship; -the FVP of CS was suspended immediately and was instructed to have no contact with any clients or staff at the facility; -internal investigation was initiated.</p> <p>Review on 10/1/19 of a letter dated 9/21/19 completed by the Interim CEO sent to the FVP of CS by e-mail revealed the following documented:</p>	V 512		

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V 512	<p>Continued From page 10</p> <p>- "As a result of your acknowledgement of an inappropriate relationship with [FC#4] of Hope Haven, your employment is being suspended;"</p> <p>- "This letter confirms that you will be suspended from work immediately, September 21, 2019 through Monday September 23, 2019;"</p> <p>- "During this time I will lead an investigation into the allegations that came forth today;"</p> <p>- "As part of this investigation, I instruct you to commit in writing the nature, scope and duration of your relationship with [FC#4]. Please send this to me by Noon Monday, September 23rd;"</p> <p>- "Other than me, you are to have no contact with staff, no contact with current residents, no contact with former resident, no contact with community referral resources;"</p> <p>- "I will contact you on Monday, September 23, 2019 to set up an offsite meeting to discuss next steps in regards to the conclusion of the investigation."</p> <p>Interview on 10/3/19 with staff #1 revealed:</p> <p>- was working on Saturday 9/21/19 when client #1 and client #2 came to her with "high anxiety;"</p> <p>- client #2 stated she "can't hold it anymore;"</p> <p>- client #2 reported the FVP of CS was having a relationship with FC#4, there were pictures and FC#4 had a cell phone;</p> <p>- staff #1 went immediately to report this to her supervisor(SAC#1);</p> <p>- SAC#1 decided to tell clients at the morning meeting there will be room searches completed;</p> <p>- checked FC#4's room first and observed two cell phones laying on FC#4's bed;</p> <p>- having a cell phone was against the rules;</p> <p>- went to SAC#1's office to discuss the cell phone rule infraction;</p> <p>- SAC#1 pushed a button on the cell phone and a picture of FC#4 and the FVP of CS kissing popped up;</p>	V 512		
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V 512	<p>Continued From page 11</p> <ul style="list-style-type: none"> -recognized the FVP of CS in the picture with FC#4; -SAC#1 left the office to call the Clinical Program Supervisor (CP Sup) and staff #1 remained in the office with FC#4; -staff #1 asked FC#4 who was the man in the picture on her cell phone and she responded it was the FVP of CS; -staff #1 asked FC#4 why did she have this picture on her cell phone and she reported the FVP of CS had taken it at the facility and sent it to her; -FC#4 stated she loved him and he loved her and she had a key to his home; -FC#4 reported she needed her phone back to call the FVP of CS; -FC#4 stated the FVP of CS thought this would happen one day and had already told her to get her stuff and leave out of the facility so they can be together; -FC#4 stated the FVP of CS would figure out a way for her to get her child back; -FC#4 stated she was not a victim and the FVP of CS told her he loved her first; -tried to convince FC#4 she was a victim and needed to remain at the facility for continued treatment; -felt so sorry for FC#4 as she was the victim; -was so disappointed about FC#4; -the FVP of CS showed up at the facility later that morning; -the FVP of CS stated he knew there were rumors, and he was there to hand in his resignation; -the Interim CEO told the FVP of CS he was suspended; -the FVP of CS apologized and stated he did not want it to go public and hurt Hope Haven; -did not really know the FVP of CS; -clients were very upset as many held the FVP of 	V 512		

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V 512	<p>Continued From page 12</p> <p>CS to a high standard.</p> <p>Interview on 10/1/19 with client #1 revealed:</p> <ul style="list-style-type: none"> -been at the facility since 7/16/19; -was in the same group as FC#4; -had some suspicion of the relationship between FC#4 and the FVP of CS; -FC#4 had only been at the facility for 2 weeks and the FVP of CS made her the Secretary of the Residents' Association; -observed FC#4 in the FVP of CS's office a lot; -FC#4 left every Sunday to go to church and to visit her parents but never saw anybody(family) in the car when she was dropped off; -heard a rumor the FVP of CS hired transportation for FC#4 to go places; -on Saturday 9/21/19, confronted FC#4 about the rumors and suspicions; -FC#4 admitted to client #1 that she and the FVP of CS had been seeing each other for the past 6 weeks; -FC#4 told client #1 "we care about each other;" -FC#4 had pictures on her cell phone of her and the FVP of CS kissing; -"blew my mind...didn't expect it...I was close to [the FVP of CS], would talk to him about my problems;" -"this happened, see him differently;" -"During [on-site recovery events], [the FVP of CS] got up and preached what they are supposed to do, he was a hypocrite...a stupid decision." <p>Interview on 10/3/19 with client #2 revealed:</p> <ul style="list-style-type: none"> -back in August 2019, FC#4's roommate, client #3, came to her and told her the FVP of CS had kissed FC#4; -did not tell anybody; -two weeks later, client #3 came to her again and said the FVP of CS was hiring transportation services to pick FC#4 up on Sundays and take 	V 512		
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V 512	<p>Continued From page 13</p> <p>FC#4 to his home to have sex; -week after that, on Saturday 9/21/19, client #3 came to her again and stated FC#4 had pictures on her cell phone of her(FC#4) and the FVP of CS kissing; -at this point, she (client #2) "was full" and went to staff about it; -"he(the FVP of CS) get up, talk about recovery, do the right thing then sleep with the client;" -also noticed FC#4 was "always up under him, in his office;" -client #3 told her she (client #3) was upset, couldn't eat or sleep and it was really bothering her.</p> <p>Interview on 10/1/19 with client #3 revealed: -FC#4 was her roommate; -known about the relationship between FC#4 and the FVP of CS for about a month; -FC#4 told her the FVP of CS kissed her(FC#4) in the office; -FC#4 told her the FVP of CS gave her money to turn on her cell phone and texted her daily; -FC#4 told her the FVP of CS was "hooking up in the office" with her(FC#4); -saw FC#4 leave their room and go to the office of the FVP of CS around 6:30pm before he left campus; -clients at the facility were allowed to go to church; -FC#4 told staff she was going to church with her family; -knew her family would drop her off at the facility around 1:00pm and the FVP of CS would hire transportation to bring her to his home for the afternoon; -FC#4 had a picture of her and the FVP of CS kissing on her cell phone; -stated she had her own problems to deal with and was not able to deal with the relationship</p>	V 512		
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V 512	<p>Continued From page 14</p> <p>between FC#4 and the FVP of CS.</p> <p>Interview on 10/1/19 with SAC #1 revealed:</p> <ul style="list-style-type: none"> -worked as the weekend substance abuse counselor; -known the FVP of CS since 1998; -early on Saturday morning(9/21/19), client #1 and client #2 stopped staff #1 and were upset; -she talked to client #1 and client #2; -both client #1 and client #2 were very emotional and started to talk about an affair going on between the FVP of CS and FC#4; -client #1 and client #2 reported there were pictures of the FVP of CS and FC#4 on her cell phone; -needed to address the cell phone in the possession of FC#4 as it was against the rules; -instructed staff #1 to check FC#4's room for the cell phone while she began the morning meeting with the clients; -staff #1 called her and asked her to come to FC#4's room as it was in complete disarray; -went to FC#4's room and found trash, left over food, clothes on the floor and 2 cell phones on FC#4's bed; -asked FC#4 to come to her office to discuss the cell phones and determine if the cell phones were working; -asked FC#4 to turn on the cell phone and when she(FC#4) handed the cell phone to SAC#1 the screen was dark; -asked FC#4 to unlock it and give it back to her to determine if it was working or not; -SAC#1 pushed a button and it came up in camera "selfie" mode and SAC#1 saw herself; -SAC#1 pushed another button to get it off "selfie" mode and a picture of the FVP of CS and FC#4 kissing came up; -was surprised and gave the cell phone to staff #1 -got up and immediately went to call the CP Sup 	V 512		
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V 512	<p>Continued From page 15</p> <p>to relate the information;</p> <ul style="list-style-type: none"> -returned to her office and staff #1 took a picture with her(staff #1's) cell phone of the picture of the FVP of CS and FC#4 kissing on FC#4's cell phone; -asked FC#4 when was she ever alone with the FVP of CS; -FC#4 stated he made her Secretary of the Residents' Association and she went to the office of the FVP of CS on a regular basis to talk about it alone; -asked FC#4 how long had the relationship been going on and FC#4 reported it started 2 weeks after she was admitted; -apologized to FC#4 that this had happened to her and told her she was not at fault and she was the victim in this situation; -FC#4 "started defending" the FVP of CS and stated she was not a victim; -FC#4 stated "I love him and he loves me;" -FC#4 reported the FVP of CS felt bad about what was going on and was working on getting her away from the facility; -FC#4 reported the FVP of CS was drinking alcohol and smoking marijuana; -FC#4 wanted her cell phone back to call the FVP of CS and "begged" to get it back; -informed FC#4 she could not give her the cell phone back right now as it was part of an investigation; -asked staff #2 (male) to come talk to FC#4 to hear a male's perspective on the issue; -ten minutes after FC#4 left her office, got a call from the FVP of CS; -the FVP of CS said, "I think I need to come talk to you" and SAC #1 said "Ok;" -when the FVP of CS arrived at the facility, the Interim CEO and the CP Sup were already there; -the FVP of CS knocked on the door and entered the room; 	V 512		
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V 512	<p>Continued From page 16</p> <ul style="list-style-type: none"> -the FVP of CS stated the best thing he can do was resign because "it will not get any better from here"; -the Interim CEO informed the FVP of CS he was suspended; -FC#4 went on a visitation with her child then returned to the facility; -FC#4 packed her belongings and said she was leaving the facility; -tried to talk FC#4 into staying but she refused; -FC#4 admitted she had told client #3 about her situation with the FVP of CS; -FC#4 left the facility. <p>Interview on 10/3/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> -was in the process of administering medications to the men at the facility and got a call from SAC#1; -went to SAC#1's office and was shown a picture of the FVP of CS and FC#4 kissing on a cell phone; -SAC#1 related the information about what had happened; -SAC#1 wanted him to talk to FC#4 about the situation in regards to being victimized to get a male perspective since not listening to the female staff; -FC#4 "was consumed with the situation;" -FC#4 confessed she had been in a relationship with the FVP of CS for 6 weeks; -tried to support her and let her know she was the victim; -FC#4 insisted she was not a victim in the situation. <p>Interview on 10/3/19 with the CP Sup revealed:</p> <ul style="list-style-type: none"> -was not working on Saturday (9/21/19) and got a call from SAC#1; -SAC#1 related information from client #1 and client #2 regarding the FVP of CS and FC#4; 	V 512		
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V 512	<p>Continued From page 17</p> <ul style="list-style-type: none"> -SAC#1 also stated FC#4 was supposed to have pictures of her and the FVP of CS on her cell phone; -instructed SAC#1 to do a room search for the cell phone since against the rules for clients to have a cell phone who had not been at the facility over 90 days; -was routine to check rooms on Saturdays; -instructed SAC#1 to start with FC#4's room first; -also instructed SAC#1 to have a witness; -less than an hour later, got a call from SAC#1 who reported FC#4's room was in complete disarray and FC#4 had two cell phones; -instructed SAC#1 to take FC#4 to her office to discuss cell phone rule infraction and determine if cell phones were working; -also told SAC#1 to have a witness with her when she did this; -headed to the facility; -called the Vice President of Human Resources and Quality Assurance(VP of HR/QA); -arrived on site to find FC#4 with SAC#1 and staff #1 in SAC#1's office; -informed FC#4 this situation was very inappropriate by the FVP of CS and was a violation on his part of state and federal rules as well as ethics and she needed to document everything; -FC#4 stated her family were on their way to pick her up for her visit with her child; -told FC#4 to go ahead with her visit with her child and when she returned, they can discuss what happened; -FC#4 stated to the CP Sup, "I love him. He told me he loves me;" -FC#4 left the facility to go on her visit with her child; -the Interim CEO arrived on site and met with her and SAC#1 in SAC#1's office; -SAC#1 related the information to the Interim 	V 512		

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V 512	<p>Continued From page 18</p> <p>CEO;</p> <ul style="list-style-type: none"> -the CP Sup then received a cell phone text from the FVP of CS saying he wanted to meet with her in her office; -the CP Sup sent him a text back she was in SAC #1's office with the Interim CEO; -the FVP of CS texted her back, "I'm gonna resign;" -the CP Sup texted the FVP of CS back, "This is not going to be favorable;" -in less than a minute, the FVP of CS knocked on the office door, came in and sat down; -the FVP of CS stated, "I got a lot going on, I am not well. In the best interest of Hope Haven, I'm gonna resign;" -the Interim CEO informed the FVP of CS he was on suspension until an investigation was completed; -the FVP of CS responded, "I respect what you're saying, best interest of Hope Haven I walk away;" -the Interim CEO told the FVP of CS to come to his office to have a further discussion; -the clients "were reeling, in shock, some were pissed, some in tears;" -she remained on site until late that afternoon to assist clients in dealing with their feelings; -it was "devastating from the clients' perspective;" -the FVP of CS had been the "face of Hope Haven, the image of Hope Haven." <p>Interview on 10/3/19 with the Interim CEO revealed:</p> <ul style="list-style-type: none"> -been at the facility for one month; -received a phone call from the VP of HR/QA who related the information she received from the CP Sup; -there was evidence of an inappropriate relationship between the FVP of CS and FC#4; -arrived on site and found the CP Sup in a meeting with SAC#1 and staff #1; 	V 512		
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V 512	<p>Continued From page 19</p> <ul style="list-style-type: none"> -issue was raised by client #1 and client #2 who heard the information from FC#4's roommate(client #3) regarding the inappropriate relationship; -while in this meeting, the FVP of CS entered the room; -not sure how he came to be on site; -the FVP of CS stated, "This is really bad, I'm very sorry. Not what I wanted for Hope Haven;" -the FVP of CS sat down and opened up and made vague references to the relationship; -heard enough to warrant suspension and informed the FVP of CS he was suspended; -asked the FVP of CS to come to his office to discuss; -asked the FVP of CS to reacknowledge the relationship with FC#4 and he admitted it; -the FVP of CS expressed deep concern and remorse and stated he thought this was the end of his relationship with Hope Haven; -instructed FVP of CS not to have any contact with facility staff, no contact with current clients and no contact with former clients; -informed the FVP of CS they would meet on Monday 9/23/19; -was preparing to proceed with the FVP of CS's termination on Monday 9/23/19; -sent an e-mail at 11:30am to the FVP of CS to bring his keys to their meeting; -shortly before noon, received the e-mail with the FVP of CS's resignation; -met the FVP of CS off site to get his keys. <p>Review on 10/3/19 of a picture on the computer of the VP of HR/QA revealed:</p> <ul style="list-style-type: none"> -picture of a cell phone; -on the cell phone was a photograph; -side of female's face; -front of male's face; -female and male were kissing; 	V 512		

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V 512	<p>Continued From page 20</p> <ul style="list-style-type: none"> -male was recognizable as the FVP of CS; -ceiling of the room in the photograph was recognizable as a room at the facility by the ceiling ductwork. <p>Interview on 10/3/19 with the FVP of CS revealed:</p> <ul style="list-style-type: none"> -admitted e-mails went back and forth between he and FC#4; -denied anything physical occurred between he and FC#4; -FC#4 was the newly appointed Secretary of the Residents' Association and they would meet to discuss things; -"we had been back and forth for 6-8 weeks;" -found out about the whole thing on Saturday 9/21/19; -felt he needed to go to the facility; -staff did an unauthorized search of FC#4's cell phone; -staff saw a man on FC#4's phone, "thought it was me, wasn't me;" -"once rumors start, can't fight it;" -"no way to defend myself;" -"try to protect the client(FC#4), myself and Hope Haven;" -"I retired, resigned;" -was not an admission of guilt; -staff should not have violated FC#4's privacy and looked at her phone; -FC#4 had to leave the facility because she felt harassed and bullied by staff trying make her to confess; -other clients told him clients were telling FC#4 "you're a porn star;" -"hard to build your name up, few people want to just kill it;" -denied FC#4 was staying with him; -provided FC#4's cell phone number for contact. <p>Interview on 10/3/19 with FC#4 revealed:</p>	V 512		
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V 512	<p>Continued From page 21</p> <ul style="list-style-type: none"> -admitted to the facility on 7/24/19; -left on 9/21/19; -met the FVP of CS in passing during her first few weeks there; -expressed an interest in the Residents' Association; -volunteered to be the Secretary of the Residents' Association; -put up signs for events and typed up minutes; -had issues with her counselor(SAC#2), felt her counselor did not like her; -approached the FVP of CS about it; -the FVP of CS talked to anybody; -nothing out of the ordinary with her; -not supposed to have a cell phone but did; -had the FVP of CS's cell phone number; -were text messages between her and the FVP of CS; -talked about the Residents' Association; -denied saw the FVP of CS off campus; -staff found her phone during a room search; -client #3 had opened her cell phone for the weekend staff; -a weekend staff took a picture of her pictures on her cell phone; -the pictures on her cell phone were private; -five staff were "coming at her about it;" -"it was horrible;" -staff were telling her they needed her for an investigation and were trying to force her to say things that were not true; -wanted her to write a statement; -staff were saying she was the victim and the FVP of CS was the perpetrator; -staff would not give her cell phone back to her; -staff did not have her permission to look in her cell phone; -had her cell phone back now; -never told client #3 anything about her and the FVP of CS; 	V 512		

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V 512	<p>Continued From page 22</p> <ul style="list-style-type: none"> -staff made assumptions when they saw the picture on her cell phone; -did tell staff she and the FVP of CS had contact; -denied the FVP of CS paid for transportation to take her to his home; -denied she told staff she loved him and he loved her; -"blew up so fast, so big, so fast;" -was not able to stay at the facility; -was crying when she packed her belongings; -staff was trying to get her to stay; -her family thought she was using and got kicked out; -her family did not believe she left on her own. <p>Review on 10/9/19 of a Plan of Protection dated 10/9/19 completed by the Interim CEO and the CP Sup revealed the following documented: "Saturday(Sat), September 21, 2019 10:25am - call from [the VP of HR /QA] [The VP of HR/QA] called to report her phone conversation with [the CP Sup] this morning who reported that there is an allegation and some evidence of an inappropriate relationship between a female resident [FC#4] and [the FVP of CS]. [The VP of HR/QA] told [Interim CEO] [the CP Sup] was already at Hope Haven. [Interim CEO] instructed [the VP of HR/QA] to document her call and to let others know that they must do the same as the information progresses. [Interim CEO] told [the VP of HR/QA] that [Interim CEO] would go to Hope Haven and meet with [the CP Sup]. [The VP of HR/QA] provided documentation Sat. 11:27am. 11:10am - [Interim CEO] found [the CP Sup] in [SAC#1's] office with [staff #1]. They confirmed that the resident, [FC#4], was in possession of two cell phones (a violation of rules for a resident of Hope Haven less than 90 days.) [FC#4] unlocked both phones. One was operable. It</p>	V 512		
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V 512	<p>Continued From page 23</p> <p>opened in camera mode and when closed a photo of [FC#4] and [the FVP of CS] kissing was on the phone. [Staff #1] took a picture of the picture on the phone.</p> <p>[The FVP of CS] entered the office. He expressed regret and acknowledged an inappropriate relationship and that he expected this would be the end of his work at Hope Haven. [Interim CEO] informed [The FVP of CS] that he was suspended immediately pending an investigation and to accompany [Interim CEO] to his office.</p> <p>11:30am - [The FVP of CS] and [Interim CEO] talked in [Interim CEO's] office. No other staff were available.</p> <p>-Met with [the FVP of CS] face-to-face</p> <p>-[The FVP of CS] acknowledged an inappropriate relationship with [FC#4].</p> <p>-[Interim CEO] instructed [the FVP of CS] that he is suspended through Monday 9/23</p> <p>-not to be on campus</p> <p>-not to have contact with any staff or residents</p> <p>-not to have contact with any alum</p> <p>-provide written summary of his actions by Noon Monday</p> <p>-[The FVP of CS] agreed to the terms of suspension and left the premise Saturday afternoon - An internal investigation is underway/staff have been instructed document consistently, independently and fully</p> <p>-Text to Board Chair to request phone conversation</p> <p>-Call with Vice Chair and Treasurer to inform / get input</p> <p>-Informed Board Chair</p> <p>-[FC#4] left Hope Haven against the recommendation of staff.</p> <p>Sunday afternoon 9/22 -</p> <p>-Phone call with former Board Chairs to agree on personnel steps</p> <p>-Investigation - on-going, thorough, documented</p>	V 512		
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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/10/2019
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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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V 512	<p>Continued From page 24</p> <ul style="list-style-type: none"> -Termination prepared Throughout the weekend, staff met with residents to address rumors and support residents Monday morning 9/23 -Initial staff documentation submitted -Drafted termination letter -E-mailed [the FVP of CS] re: face-to-face meeting off-site at Noon with [the VP of HR/QA] -11:30am - received letter of resignation effective 9/23 Monday afternoon -Noon - met with [the FVP of CS] and [the VP of HR/QA] to acknowledge letter of resignation, collected keys and provided direction he not be on campus unless to remove personal items accompanied by [the VP of Operations]. -Letter to all staff announcing [the FVP of CS] resignation; clinical services under the leadership of [CP Sup], and Interim CEO Tuesday morning 9/24 - additional staff documentation completed. Throughout the week, multiple small group and large group meetings with residents (including 9/25 and 9/26) and with staff were held. Residents and staff were assured of the professional standards of [the facility], our commitment to their work of supporting/their own recovery, and to encourage everyone to not participate in rumors and to honor all persons privacy and confidentiality. Consulted with NC DMH/DD/SAS staff, prepared iris report; consulted with LME and with former Board Chairs (with relevant expertise) as resources, to assure proper steps were being taken. Actions taken as a result of the Type A1 violation After the [SAC#1] notified [Interim CEO], [the CP Sup], of the accusation that [the FVP of CS] and client inappropriate relationship, the follow steps were taken: 	V 512		
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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/10/2019
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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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V 512	<p>Continued From page 25</p> <p>-[Interim CEO] advised [SAC#1] to conduct room inspection as scheduled, to take another Staff person as a witness and to document the findings.</p> <p>-[The CP Sup] immediately came to Hope Haven's campus</p> <p>-During the travel time, [the CP Sup] notified [the VP of HR/QA] of the violation</p> <p>-[The CP Sup] immediately went to the Office where [FC#4] was along with [SAC#1] and [staff #1]</p> <p>-[FC#4] confirmed the relationship with [the FVP of CS]. [FC#4] exited the office but returned shortly making staff aware that her [family and child] were here for her regularly schedule visit. [The CP Sup] encourage her to conduct herself as normal as possible with her [child] and to return on time as expected.</p> <p>-[The CP Sup] instructed staff to document their findings separately as accurately as possible.</p> <p>-Interim CEO arrived on campus and entered the Office with Hope Haven staff identified above. [The FVP of CS] knocked and entered the meeting. Directives were given by the [Interim CEO].</p> <p>-[The CP Sup] immediately began providing triage care and counseling to other residents they appeared on the campus for approximately 3 hours after this meeting with Hope Haven Staff.</p> <p>-On Monday, the Clinical Staff was called to the Board Room to acknowledge the incident and the impact this type of occurrence has on staff and clients. Also to give staff directives of how Hope Haven will respond and report this according to our Policy and Procedure, the State General Status requirements. Staff was given an opportunity to share and ask questions. Those in attendance included the [the Interim CEO], [the CP Sup] and [the VP of HR/QA].</p> <p>-[Interim CEO, the CP Sup] and Counselors in all</p>	V 512		
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Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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V 512	<p>Continued From page 26</p> <p>Hope Haven's Programs met with resident clients to allow them to express how this incident affected and impacted them.</p> <p>-Written Statements documenting this incident was submitted by [SAC#1 and Staff #1, the CP Sup] was forwarded to the [the VP of Resident Services].</p> <p>-An All Resident and Staff Emergency Meetings were called by the Interim CEO 9/25 and 9/26 to acknowledge the occurrence and to reassure clients the corrective actions were taken immediately upon discovering this incident.</p> <p>-Training on Professional Boundaries and Ethical Standards was conducted using NC GS State Standards, Hope Haven Policy and Procedure and Ethical Code of Conduct 10/7."</p> <p>FC#4 was admitted to the facility on 7/24/19 with the diagnoses of Stimulant Use Disorder Severe and Alcohol Use Disorder Moderate. FC#4 was a victim of severe domestic violence and sexual abuse, was homeless, had lost custody of all her children, had limited coping skills and had a conflictual relationship with her family. The FVP of CS had been employed with the facility since 5/1/99 and was currently licensed as a LCAS and a CCS. The FVP of CS was trained in Client Rights, Ethics, Exploitation and had signed the facility's Code of Ethics to "not engage in any activity that could be construed as exploitation of residents for personal gain-be it sexual, financial or social." On 9/21/19, it was discovered the FVP of CS had been engaged in an relationship that violated therapeutic boundaries with FC#4 for the past 6 weeks. The FVP of CS admitted to the relationship to administrative staff. FC#4 admitted to the relationship to several staff and clients at the facility. FC#4 had a picture on her cell phone of her and the FVP of CS kissing at the facility. FC#4 left the facility due to the aftermath of the</p>	V 512		
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Division of Health Service Regulation

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V 512	Continued From page 27 discovery of the relationship without completing her treatment. The relationship between the FVP of CS and FC#4 also had a negative impact on the other clients(#1, #2, #3) and their treatment recovery at the facility resulting in increased anxiety and stress. The FVP of CS exploited FC#4 by engaging in an relationship that violated therapeutic boundaries with her. This deficiency constitutes a Type A1 rule violation for serious exploitation and must be corrected within 23 days. An administrative penalty of \$1,500.00 is imposed. If the violation is not corrected within 23 days, an additional penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 512		
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HOPE HAVEN

P.O. Box 791154
Charlotte, NC 28206
(704) 372-8809
(704) 376-0113 fax

www.hopehaveninc.org

Bill Geiger, Interim CEO

Board of Directors

Chris Rich, Chair
Rashida Gittens, Vice Chair
Jon Carroll, Immediate Past Chair
Joseph Donlevy, Secretary
Denise Sawyer, Treasurer
Scott Dam
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Kenston Griffin
Ross Howard
Juanita Kylander
C. Renee Little
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Michelle Moore
Paresh Mutha
Jodi Ramirez
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Barbara Sheppard
Darryl Strawberry
Pete Thedinga
James C. Thompson, Emeritus
Suzanne Thompson
Kenneth "Chip" Wildman
Winnie Wilks
Richard "Stick" Williams, Emeritus

Jeannie Roberts, Nurse Practitioner
Medical Advisor

October 31, 2019

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

RE: Complaint Survey completed 10/10/19
Villages of Hope Haven, 3815 North Tryon Street / Charlotte, NC 28206
MHL # 060-381
E-mail Addresses: bgeiger@hopehaveninc.org; Christopher.Rich@atriumhealth.org
Intakes: #NC156402, #NC156603 (self-report)

To Whom It May Concern:

Enclose please find the Villages of Hope Haven Statement of Deficiencies & Plan of Correction. Please contact me if you have questions or concerns.

Kind regards,


Bill Geiger
Interim CEO

Enclosure

Hope Haven, a foundation of recovery, provides life skills for chemically dependent adults and families within a supportive residential environment, leading to independence.