

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL041-857	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 11/25/2019
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NAME OF PROVIDER OR SUPPLIER FRESH START HOME FOR CHILDREN	STREET ADDRESS, CITY, STATE, ZIP CODE 1929 MURRYHILL ROAD GREENSBORO, NC 27403
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 11/25/19. The complaint was substantiated (Intake # NC00157611). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(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> <p>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 109		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 109	<p>Continued From page 1</p> <p>for the initiation of an individualized supervision plan upon hiring each associate professional. (g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews 1 of 2 qualified professionals (the Licensee/Qualified Professional/Executive Director (L/QP/ED)) failed to demonstrate the knowledge skills and abilities required by the population served. The findings are:</p> <p>Review on 11/18/19 of the L/QP/ED record revealed: - Hire Date: 12/30/07 - Position: Qualified Professional (QP)/Executive Director - Based on review of the record, the L/QP/ED meets the qualifications of a Qualified Professional. - Trainings: - On 4/13/19 completed "Residential Treatment - Level III Understanding Service Delivery" - On 2/27/19 completed "National Crisis Intervention Plus (NCI +)" - On 2/7/19 completed "Crisis Prevention and Intervention and Behavioral Management Techniques" - On 3/6/18 completed "Abuse/Neglect/Exploitation/Mistreatment"</p> <p>Interview on 11/19/19 with the L/QP/ED revealed: - After a 8/23/19 survey was completed and it</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>was learned Former Client (FC) #6 had been improperly restrained, she instructed staff to: not touch clients, only do block type restraints and under extreme emergencies do a therapeutic hold.</p> <ul style="list-style-type: none"> - The clients attended summer camp. She was aware that during part of the summer, only one group home staff was at summer camp supervising the clients. - She did not update treatment plans for Former Client (FC) #4, FC #5, and FC #7 after they were involved with physical altercations at summer camp (refer to V112). - She failed to provide adequate staffing when the clients were at summer camp (refer to V296). - "We have not touched any client since [FC #6]. We are looking into doing another type of program (to teach alternatives to restrictive interventions and seclusion, physical restraint and isolation time out)." - "We do not touch anybody. We are hands off. We only do blocks if they are going to hit staff. If they try to bust the wall, I said to call the police. If they are going to hit a client, we block them first and other staff call the police. Only in an extreme emergency if someone is coming after them to kill someone, we will do a block for the other client to get away, then we do a therapeutic hold and call the police. " <p>Interview on 11/19/19 and 11/25/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - She had been instructed by the AP (Associate Professional) not to restrain after 9/25/19. - "We are not supposed to touch them. We are not allowed to restrain them (clients) ...If they get upset, we can talk to them, go on a walk, ask them if they want to listen to the radio or call their therapist." - "We can stand in between clients but we can't 	V 109		

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V 109	<p>Continued From page 3</p> <p>touch them."</p> <p>Review on 11/19/19 of staff #2's record revealed: - Hire Date: 5/20/17 - Position: Paraprofessional - Trainings: "National Crisis Intervention Plus (NCI +)"- expires 2/26/20</p> <p>Interview on 11/19/19 with staff #4 revealed: - She had been instructed in a meeting after 8/23/19 to not restrain clients. - "We have gone more hands off. They told us in a group meeting we are hands off now and if anything happens between two girls, we call 911 and if they take off, we follow them. We were told no restraints; we were told if two girls are involved in a physical altercation to try to remove one and separate the two. It was [the former QP] who told us hands off and I think the AP was at the meeting."</p> <p>Review on 11/19/19 of staff #4's record revealed: - Hire Date: 10/16/18 - Position: Paraprofessional - Trainings: "National Crisis Intervention Plus (NCI +)"- expired 10/12/19</p> <p>Interview on 11/22/19 with the Former QP revealed: - Due to an 8/23/19 survey where it was learned that FC #6 was improperly restrained there was a staff meeting held. - She had been told by L/QP/ED to convey to the staff in the meeting, "we are hands off unless there are immediate dangers."</p> <p>Interview on 11/22/19 with the Associate Professional revealed: - It was the L/QP/ED's idea to allow all the clients to attend camp during the summer of 2019.</p>	V 109		

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V 109	Continued From page 4 - Someone from the state had told the former QP that only one staff member had to be present at camp. This information was conveyed to her by the former QP. - She could not provide any documentation to corroborate this information. This deficiency is cross referenced into 10A NCAC 27G .1701 Scope (V293) for a Type A1 rule violation and must be corrected within 23 days.	V 109		
V 110	27G .0204 Training/Supervision Paraprofessionals 10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS (a) There shall be no privileging requirements for paraprofessionals. (b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter. (c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served. (d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence. (e) 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.	V 110		

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V 110	<p>Continued From page 5</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 6 current paraprofessional staff (staff #4) failed to demonstrate the knowledge skills and abilities required by the population served. The findings are:</p> <p>Review on 11/19/19 of staff #4's record revealed: - Hire Date: 10/16/18 - Position: Paraprofessional - Met the qualifications of a paraprofessional.</p> <p>Finding #1</p> <p>Interview on 11/19/19 with staff #4 revealed: - On 7/5/19 she was the only group home staff present at camp with the facility clients. - She was outside when a fight occurred between (Former Clients) FC#4 and FC #7. - "I couldn't tell you exactly (how long I had been outside)." - "From what I heard something really quick happened between them (FC#4 and FC#7). [FC#7] did not like the whole camp staff. [FC#7] got the fire extinguisher and was blowing it everywhere. I took [FC #7] to the side of the building and talked to [FC#7]. - "From what I understand [FC #7] was irritated that day. [FC #7] and [FC #4] were in a little</p>	V 110		

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V 110	<p>Continued From page 6</p> <p>room and I think something verbal happened between them and they started to get into a physical fight. [FC #7] backed off of it and went for the fire extinguisher and started spraying it everywhere."</p> <p>Interview on 11/21/19 with FC #7 revealed: - She and FC #4 had a fight at camp on 7/5/19. - While FC #4 banged her head on the wall, banged her head on the floor and punched her face inside the camp building, staff #4 was outside. - "They, the kids at the camp from the group home and the lady who owned the camp, had to go outside and tell [staff #4] to come in. [Staff #4] came in late and no one stopped the fight until [FC #4] was tired."</p> <p>Interview on 11/15/19 with FC #4 revealed: - She and FC #7 had a physical altercation at camp on 7/5/19. - While she banged FC #7's head on the floor, staff #4 was outside in the van. - "[FC #7] kept following me while I was trying to go outside and get [staff #4]."</p> <p>Interview on 11/14/19 with FC #5 revealed: - There was a fight between FC #4 and FC #7 at camp sometime in July 2019. - Staff #4 was the only group home staff present at camp when the fight occurred. - "[Staff #4] was in the car. They (FC #4 and FC #7) broke it up themselves. [Staff #4] was in the car the whole time and never came in. "</p> <p>Finding #2</p> <p>Interview on 11/19/19 with staff #4 revealed: - When FC #4 and FC #5 had a fight at camp on 7/30/19 she was not present. FC #4 and FC #5</p>	V 110		

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V 110	<p>Continued From page 7</p> <p>had a fight inside the camp building, and she was outside.</p> <ul style="list-style-type: none"> - She was the only group home staff at camp on 7/30/19 with the group home clients. - "I had been out to the car where my lunch box was (when the fight occurred)." - "[Client #3] had ran out to get me." <p>Interview on 11/15/19 with FC #4 revealed:</p> <ul style="list-style-type: none"> - On 7/30/19 she and FC #5 got into a fight at camp. - Staff #4 was the only staff present at camp on 7/30/19. - While FC #5 punched her closed fist in the face and broke her nose, staff #4 was outside in the van. - "[Staff #4] was there and was outside in the van. We (she and FC #5) were fighting for a good five minutes and [staff #4] was still outside. [Staff #4] was not aware we were fighting. [Client #3] went and told [staff #4] we were fighting but by the time she came in we stopped fighting." <p>Interview on 11/12/19 and 11/15/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - FC #4 and FC #5 had a fight at camp sometime at the end of July 2019 or beginning of August 2019. She did not recall the exact date. - Staff #4 was the only staff at camp the day that FC #5 and FC #4 had a fight . - FC #5 punched FC #4 in the nose and broke her nose. - "[Staff #4] was outside and I had to go out and get her." <p>Interview on 11/14/19 with FC #5 revealed:</p> <ul style="list-style-type: none"> - When she and FC #4 got into a fight on 7/30/19 at camp, staff #4 was the only group home staff present. - "[Staff #4] was there and she was outside in the 	V 110		

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V 110	Continued From page 8 van asleep when the fight happened." This deficiency is cross referenced into 10A NCAC 27G .1701 Scope (V293) for a Type A1 rule violation and must be corrected within 23 days.	V 110		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112		

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V 112	<p>Continued From page 9</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to develop and implement strategies in the treatment/habilitation plans to address 1 of 3 current clients (#3) and 3 of 5 former clients' needs (FC #4, FC #5 and FC #7). The findings are:</p> <p>Review on 11/13/19 of client #3's record revealed: - Admission Date: 7/24/19 - Diagnoses: Oppositional Defiant Disorder (D/O); Cannabis Dependence, uncomplicated - Age: 15 years-old - Review of client #3's goals in the Person-Centered Profile (PCP) updated 9/19/19 revealed: - "...will receive Residential Level III services and supports and learn how to verbalize feelings of frustrations, disagreement, and anger in a controlled assertive and positive manner." - "...will learn and develop positive coping skills ..." - "...will demonstrate improved ability to show respect to authority figures and peers ..." - "An assessment was completed on 6/12/19 due to the client needing a higher level of care ...During that time there was an increase in inappropriate behaviors that included that skipping classes, refusing to go to school, running away, suspension from school, suspicion of stealing from her peers, suspected substance use ..." - Review of client #3's Support/Intervention on page 4 of the PCP revealed: - "Client can be transported one on one by staff to community outings, medical appointment and school events." - There were no treatment goals or strategies that specifically stated she would benefit from</p>	V 112		

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V 112	<p>Continued From page 10</p> <p>attending summer camp or the required level of supervision to meet the individualized needs.</p> <p>Review on 11/12/19 of FC #4's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 12/13/18 - Discharge Date: 10/25/19 - Diagnoses: Post Traumatic Stress D/O; Disruptive Mood Dysregulation D/O; Attention-Deficit/Hyperactivity D/O - Age: 17 years-old - Review of FC #4's goals in the PCP dated 10/9/19 revealed: "...will receive Residential Level III services and supports and learn how to verbalize feelings of frustrations, disagreement, and anger in a controlled and positive manner." "...will maintain compliance with rules and regulations in the home, school, and community ..." "...will utilize healthy coping strategies ..." - Review of FC #4's Crisis Prevention and Intervention Plan in the PCP dated 10/9/19 revealed: - "Always Keep your eyes on her at all times when she is upset. This will prevent attempts of self-injury." - "CFT (Child Family Team) has to agreed that [FC #4] may be transported by one staff to and from her scheduled appointments and any other extra-curricular activities in her school or community." - There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. - There were no updates to her treatment plan following multiple altercations. <p>Review on 11/12/19 of FC #5's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 6/7/19 	V 112		

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V 112	<p>Continued From page 11</p> <ul style="list-style-type: none"> - Discharge Date: 10/7/19 - Diagnoses: Bipolar II; Oppositional Defiant D/O; Borderline Intellectual Functioning; Post Traumatic Stress D/O - Age: 15 years-old - Review of FC #5's goals in the PCP dated 9/17/19 revealed: <ul style="list-style-type: none"> - "...will reduce her defiant behaviors and increase her ability to follow rules and directives ..." - "...will decrease her aggressive behaviors by refraining from verbal and physical confrontations with authority figures and peers." - Review of page 3 of FC #5's PCP revealed: <ul style="list-style-type: none"> - "12/20/18 ...When school started, [FC #5] began to display more defiance towards authority figures at home and school and struggled more getting along with peers. She was suspended for three days for horseplay with peers and defiance when asked to stop. Her second suspension was for ten days for cursing the Principal and noncompliance with the school uniform policy ...She had an argument with her foster mother and threatened to hit her foster mother before walking out of the home. [FC #5] continues to struggle with compliance with rules in her home and at school as well as anger management." - There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. - There were no updates to her treatment plan following multiple altercations. <p>Review on 11/19/19 of FC #7's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 6/12/19 - Discharge Date: 7/18/19 - Diagnoses: Intellectual Developmental Disability, Mild; Oppositional Defiant D/O; Delusional D/O 	V 112		

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V 112	<p>Continued From page 12</p> <ul style="list-style-type: none"> - Age: 17 years-old - Review of FC #7's goals in the PCP updated 7/11/19 revealed: <ul style="list-style-type: none"> - "...will demonstrate positive coping skills ..." - "Develop and implement effective coping skills to carry out normal responsibilities, participate constructively in relationships." - "Verbalize an understanding of how thoughts, physical feelings and behavioral actions contribute to anxiety and its treatment." - "Identify, challenge and replace fearful self-talk ..." - "...will learn to improve decision making skills by examining benefits and consequences of her actions." - Review of page 2 of FC #7's PCP revealed: <ul style="list-style-type: none"> - "1/18/19: According CCA (Comprehensive Clinical Assessment) on 1/2/19 "[FC #7] has ongoing mood fluctuation. She primarily engages in high risk behaviors as she internalizes and fails to communicate feelings effectively to her support network. [FC #7] engages in a lot of negative behaviors to cope with ongoing mood symptoms. She has been aggressive and defiant with no identifiable stressor or trigger. Her moods tend to fluctuate more towards being irritable and angry. She has a history of being manipulative and lying. Can be very physically and verbally aggressive. She engages in fighting and self-defeating behaviors...[FC #7] has indicated to peers and adults that she has a baby, but this is confirmed to be untrue despite [FC #7's] elaborate detailed story and her attempts to ensure that this story could endure by telling people that her mother would deny the baby's existence." - Review of page 17 of FC #7's Crisis Plan in her PCP revealed: <ul style="list-style-type: none"> - "Refrain from getting into a power struggle with [FC #7]." 	V 112		

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V 112	<p>Continued From page 13</p> <ul style="list-style-type: none"> - There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. - There were no updates to her treatment plan following multiple altercations. <p>Interview on 11/20/19 with FC #5's legal guardian revealed:</p> <ul style="list-style-type: none"> - During a visit to the group home, she had been told FC #5 would attend camp during the summer. - She did not know there was going to be one staff supervising the clients at summer camp. - "The camp was presented as something to help with the clients to not get bored during the summer." <p>Interview on 11/20/19 with FC #4's legal guardian revealed:</p> <ul style="list-style-type: none"> - Summer camp for FC #4 had been discussed during a treatment team meeting. - She did not know there was going to be one staff supervising the clients at summer camp. - "There was a discussion in treatment team about camp because [FC #4] was supposed to work at their day care and then [FC #4] was enrolled in the camp." <p>Interview on 11/19/19 with the Licensee/Qualified Professional/Executive Director (L/QP/ED) revealed:</p> <ul style="list-style-type: none"> - The clients' PCPs did not have goals that addressed camp. - The clients' attending summer camp was addressed in their PCPs. Summer Camp was addressed in their PCPs where it stated clients can be transported by one staff to activities and medical appointments. 	V 112		

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V 112	Continued From page 14 This deficiency is cross referenced into 10A NCAC 27G .1701 Scope (V293) for a Type A1 rule violation and must be corrected within 23 days.	V 112		
V 293	27G .1701 Residential Tx. Child/Adol - Scope 10A NCAC 27G .1701 SCOPE (a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual who is not a client of the facility. (b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section. (c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services. (d) The children or adolescents served shall require the following: (1) removal from home to a community-based residential setting in order to facilitate treatment; and (2) treatment in a staff secure setting. (e) Services shall be designed to: (1) include individualized supervision and structure of daily living; (2) minimize the occurrence of behaviors related to functional deficits; (3) ensure safety and deescalate out of control behaviors including frequent crisis	V 293		

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V 293	<p>Continued From page 15</p> <p>management with or without physical restraint; (4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and (5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting. (f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to 1) ensure continuous and individualized supervision, 2) minimize the occurrence of behaviors and 3) ensure safety and deescalate out of control behaviors affecting 1 of 3 current clients (#3) and 3 of 5 former clients (FC #4, #5 and #7). The findings are:</p> <p>Cross reference: 10A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109). Based on record reviews and interviews 1 of 2 qualified professionals (Licensee/Qualified Professional/Executive Director (L/QP/ED)) failed to demonstrate the knowledge skills and abilities required by the population served.</p> <p>Cross reference: 10A NCAC 27G .0204</p>	V 293		

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V 293	<p>Continued From page 16</p> <p>Competencies and Supervision of Paraprofessionals (V110). Based on record reviews and interviews, 1 of 6 current paraprofessional staff (staff #4) failed to demonstrate the knowledge skills and abilities required by the population served.</p> <p>Cross reference: 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plan (V112). Based on record reviews and interviews, the facility staff failed to implement strategies in the treatment/habilitation plans to address 1 of 3 current clients (#3) and 3 of 5 former clients' needs (FC #4, FC #5 and FC #7).</p> <p>Cross reference: 10A NCAC 27G .1704 Minimum Staffing Requirements (V296). Based on record reviews and interviews, the facility failed to have two direct care staff present while the clients were awake or asleep for one, two, three or four clients affecting 1 of 3 current clients (#3) and 3 of 5 former clients (FC #4, FC #5 and FC #7).</p> <p>Finding #1</p> <p>Review on 11/19/19 of "Behavioral Incident Reporting Level 1" dated 7/5/19 revealed: - "Description of event (What triggered the event?): [FC #4] and [FC #7] had a conversation about an incident that happened at a previous placement. [FC #7] became upset and threw a bottle at [FC #4]. After that the two got into a verbal altercation. The camp owner (the Camp Director) and staff then guided each consumer to another room. [FC #7] then ran out the room and pushed [FC #4] and [FC #4] pushed her back. After the owner (the Camp Director) and staff separated the two consumers once more and [FC #7] then grabbed the fire extinguisher and</p>	V 293		

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V 293	<p>Continued From page 17</p> <p>sprayed the camp site."</p> <ul style="list-style-type: none"> - "What de-escalation techniques were used? Staff and the owner (the Camp Director) attempted to talk each client down and they also separated the two consumers." - The 7/5/19 incident was signed by the Associate Professional [AP]. <p>Review on 11/20/19 of FC #7's medical record dated 7/6/19 revealed:</p> <ul style="list-style-type: none"> - "17 yo (year old) female with history of PTSD (Post-Traumatic Stress Disorder) and per patient anxiety, depression and asthma presenting with concern for SI (suicidal ideation). Per police escort from her group home patient was in a physical altercation yesterday where her head was hit against tile flooring. Patient today complaining of neck painShe denies headache currently but states earlier today she had pain at her hairline." <p>Interview on 11/21/19 with FC #7 revealed:</p> <ul style="list-style-type: none"> - She and FC #4 had a fight at a previous Psychiatric Residential Treatment Facility placement. - On 7/5/19 while at camp she told FC #4 to not talk about FC #8 who was hospitalized. - FC #4 told her "don't make me beat you up again." - As she walked away from FC #4, FC #4 came up behind her and started hitting her. - She told the AP about the fight afterwards. She asked staff #4 and the AP to go to the hospital on 7/5/19 because her face was sore afterwards, but they would not take her to the hospital. She denied any visible injuries on 7/5/19. - "[FC #4] grabbed me and banged my head against the wall and banged my head on the floor and was punching me in my face. No one was helping me. I got upset and I knew the only thing 	V 293		

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V 293	<p>Continued From page 18</p> <p>to do was to pull the fire extinguisher and I sprayed it all over the place. [Staff #4] was still outside when I sprayed the fire extinguisher." - "By the time [staff #4] came in there I was on the floor trying to kill myself by inhaling the fire extinguisher spray." - "I already had a knot on my left upper eyelid from the human trafficking and where they (perpetrators of human trafficking) beat me up and it was more swollen and getting bigger the next day (7/6/19)." - "(After the fight) it felt like it (she could have been injured) where she banged my head. All [staff #4] said was to not go to sleep. [The AP] only said you should not have pulled that fire extinguisher." - "They needed more (group home) staff at camp and staff could have been more supportive. I felt a therapist should have come out and talked to me that day (7/5/19). All that happened that day was my name was put on the board and I was on restriction. Do you know how bad that was that I could not defend myself without getting in trouble?"</p> <p>Interview on 11/15/19 with FC #4 revealed: - There was a fight between her and FC #7 at camp sometime in July 2019. - She told FC #7 she did not want FC #8, who had been hospitalized, to come back to the group home. FC #7 told her not to say that about FC #8. She told FC #7 it was her mouth and she could say what she wanted to say. - The Camp Director stood in front of FC #7 because she was trying to get to her. FC #7 pushed the Camp Director to get to her. - FC #7 started following her as she went outside to get staff #4. - She told FC #7 "forget it, meet me outside." - The Camp Director told them "no, no, stop, stop,</p>	V 293		

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V 293	<p>Continued From page 19</p> <p>stop."</p> <ul style="list-style-type: none"> - FC #7 then ran up to her and started punching her. - While staff #4 was still in the van she " ... took [FC #7's] head and banged it on the floor." - FC #7 ran into the camp kitchen. - "We thought [FC #7] was going to go into the kitchen to get a knife but there was no knives and she got a fire extinguisher. She went in every room and sprayed the fire extinguisher. Everyone went outside to tell [staff #4] that [FC #7] was spraying the fire extinguisher. [Staff #4] ran in to get [FC #7]. I was trying to calm down two kids that were crying. [Staff #4] wrapped her arms around [FC #7's] waist and pulled her back because [FC #7] was trying to get at me. [The Camp Director] called [the AP] and [the L/QP/ED]. [FC #7] was told she could not come back." - "They could have had more staff there to help out at the camp (to prevent the fight)." - The AP took her later to file a police report and file charges against FC #7 but "the system was down." <p>Interview on 11/14/19 with FC #5 revealed:</p> <ul style="list-style-type: none"> - There was a fight between FC #4 and FC #7 at camp sometime in July 2019. - FC #7 threw a bottle "like you put coffee in" at FC #4. - FC #4 pushed FC #7 up against the wall and started hitting FC #7. - FC #4 took the fire extinguisher off the wall and hit FC #7 with it. - FC #7 started spraying the fire extinguisher throughout the building. - FC #7 and FC #4 had no visible injuries. - Staff #4 was the only group home staff present at camp when the fight occurred. - FC #7 walked away from the camp and the police were called. 	V 293		

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V 293	<p>Continued From page 20</p> <ul style="list-style-type: none"> - The police located FC #7 and took her to the hospital. - FC #7 went to the hospital because "she said she wanted to kill herself." - "[Staff #4] was in the car. They (FC #4 and FC #7) broke it (the fight) up themselves. [Staff #4] was in the car the whole time and never came in (while the fight took place)." - "[Staff #4] came and asked everyone about what happened and then [Staff #4] called [the AP]. [The AP] then came over to the camp." <p>Interview on 11/19/19 with staff #4 revealed:</p> <ul style="list-style-type: none"> - On 7/5/19 she was the only group home staff present at camp. - She was outside when the fight occurred between FC #4 and FC #7. - "I couldn't tell you exactly (how long I had been outside)." - "From what I hear something really quick happened between them (FC #4 and FC #7) and [FC #7] got the fire extinguisher. [FC #7] did not like the whole camp staff. She got the fire extinguisher and was blowing it everywhere. I took her outside. I took her to the side of the building and talked to her." - "From what I understand [FC #7] was irritated that day. [FC #7] and [FC #4] were in a little room and I think something verbal happened between them and they started to get into a physical fight and [FC #7] backed off of it (the fight) and went for the fire extinguisher and started spraying it everywhere." <p>Interview on 11/14/19 with the Camp Director revealed:</p> <ul style="list-style-type: none"> - There was a fight between FC #4 and FC #7 sometime in the middle of July 2019. - Staff #4 was the only group home staff present and she was not in the room when the fight 	V 293		

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V 293	<p>Continued From page 21</p> <p>occurred.</p> <p>- "It was only [staff #4] there. [Staff #4] was in the TV room (not in the same room as clients). We were getting ready to go outside and I don't know what [staff #4] was doing maybe plugging up her phone. The clients were in the hallway and that's where [FC #7] pushed [FC #4] and [FC #4] knocked [FC #7] to the floor. [Staff #4] talked to [FC #7] outside. [Staff #4] went back inside the building and grabbed the fire extinguisher. [FC #7] set the fire extinguisher off. Then the other kids went outside because of the fire extinguisher (being sprayed)."</p> <p>Interview on 11/19/19 with the L/QP/ED revealed:</p> <p>- "The only thing I know (about 7/5/19 incident) it is kind of hazy. [FC #7] had just gotten out of the hospital. I know she took the fire extinguisher and sprayed it all over the camp."</p> <p>- "At the camp we only had to have one (staff) there that day. I called the state and that's what they said (that only one staff was required to be present at camp)."</p> <p>Finding #2</p> <p>Review on 11/14/19 of Incident Response Improvement System (IRIS) report dated 7/11/19 revealed:</p> <p>- "On the afternoon of 7/10/19 [FC #7] was discharged from [local hospital] after a 4 day stay. Once back at the program for less than two hours the client was instructed by staff to take her night time shower. The client stated that she was not taking a shower because she had already took one before leaving the hospital. Staff talked in private to [FC #7] about her giving off a body odor. [FC #7] then went in to the kitchen a grab a fork and ran to the bathroom and barricaded herself in there with the fork. Once staff was able</p>	V 293		

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V 293	<p>Continued From page 22</p> <p>to get in the bathroom [FC #7] was laying on the floor yelling she will cut herself. At that time the police where called. Staff was able to take the fork out [FC #7's] hand. [FC #7] came out the bathroom and went to her room where she took off her bloody pad and throw it at staff, but it missed and almost hit another client. [FC #7] has a STD (sexually transmitted disease) and the throwing of the pad could have been very danger if it made contact with them. Then [FC #7] cleared the dinner table with all the other clients dinner was on it fell to the floor. The police arrived and [FC #7] info [FC #7]ed them that she wanted to die and she would kill herself one way or another. The police transported [FC #7] to the hospital at [local hospital] where is still is at currently. Once at the hospital she told them she wanted to kill herself."</p> <p>Review on 11/20/19 of FC #7's medical record dated 7/10/19 revealed:</p> <ul style="list-style-type: none"> - "Patient was recently discharged from the emergency department earlier today. Patient states when she returned to the group home, they were threatening to 'put me in the shower.' Patient then endorsed feeling suicidal and states 'I am going to kill myself if anyone tried to put hands on me' and told the RN (registered nurse) that she was going to 'stab herself with a fork.' Patient is currently calm and quiet, cooperative. States she does not want to go back to the group home and that she will 'kill herself' if she has to." <p>Interview on 11/21/19 with FC #7 revealed:</p> <ul style="list-style-type: none"> - She was discharged from the hospital on 7/10/19. Staff #1 and staff #3 picked her up from the hospital. - Staff #1 told her to take a shower when they returned to the group home. - She told staff #1 she had already taken a 	V 293		

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V 293	<p>Continued From page 23</p> <p>shower at the hospital and did not want to take another shower.</p> <ul style="list-style-type: none"> - The other clients started eating and she asked if she could eat. Staff #1 told her she could not eat until she took a shower. - " (l) got upset and started going crazy ...started doing stupid stuff." - She picked up a broom and threw it at the client's plates. - FC #4 got upset and started hitting her. - Staff did not intervene and did not restrain FC #4. - FC #5 held FC #4 by her arms to stop FC #4 from hitting her. - She had a fork in her hand and went to the bathroom. - She told staff #1 and staff #3 she was going to stab herself if she was made to take a shower. - She was told by staff if she gave them the fork she could go to the hospital. - The police came and took her back to the hospital. - "They are afraid of [FC #4]. She is too big for them to hold her down." - "They could have just took my word about I had already taken a shower." <p>Interview on 11/24/19 with FC #5 revealed:</p> <ul style="list-style-type: none"> - When FC #7 returned to the group home after being discharged from the hospital (7/10/19), FC #7 did not want to take a shower that day. - FC #7 wanted to change her sanitary napkin and staff #1 told her she had to take a shower first. - FC #7 went into the hallway past the kitchen and took her used sanitary napkin and threw it down the hallway towards the kitchen. - Staff #1 had seen that FC #7 had a fork and "were wrestling because [FC #7] had a fork and was trying to hurt herself." 	V 293		

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V 293	<p>Continued From page 24</p> <ul style="list-style-type: none"> - FC #7 had a broom and knocked her food off the table. - FC #4 tried to get the broom away from FC #7. FC #4 started hitting FC #7. - The staff did not attempt to restrain FC #4. - "[FC #4] was hitting [FC #7] in the head." - "[FC #4] was a big girl so no one would restrain her." <p>Interview on 11/24/19 with FC #4 revealed:</p> <ul style="list-style-type: none"> - Attempted to interview her on this date but was unable to get in contact with her. <p>Interview on 11/22/19 with staff #1 revealed:</p> <ul style="list-style-type: none"> - She told FC #7 to take a shower when she came home from the hospital on 7/10/19. - FC #7 stated she had already taken a shower at the hospital and refused to take another shower on 7/10/19. - She told FC #7 "you still have to take one (shower) because that's the policy." - FC #7 went into the bathroom. - She heard the water running in the bathroom and opened the bathroom door to see if FC #7 was taking a shower. - She found FC #7 in the bathroom sitting on the bathroom floor. - She asked her why she had not taken a shower and she said again she did not want to take a shower. - FC #7 had her hands behind her back with a fork in her hand. FC #7 said she would kill herself if she touched her. - She told FC #7 if she handed her the fork, FC #7 could go back to the hospital. - FC #7 handed her the fork and she took it back to the kitchen. - She told FC #7 for the third time to take a shower and FC #7 told her she did not want to take shower again. 	V 293		

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V 293	<p>Continued From page 25</p> <ul style="list-style-type: none"> - FC #7 asked her for a sanitary napkin. She told her "in order for her (FC #7) to get a pad you have to take a shower." - FC #7 told her for the fourth time she was not taking a shower and had a sanitary napkin in her room. She walked to her room. - FC #7 came out of her room and told her she was going to change her sanitary napkin in the hall. - She told FC #7 not to change her pad in the hallway and tried to grab the sanitary napkin FC #7 had in her hand. - FC #7 ran down the hallway. FC #7 took her sanitary napkin off and she threw her used sanitary napkin in the hallway near the kitchen. The sanitary napkin landed on the floor near the table. FC #4, FC #5 and FC #8 ran out of the kitchen. - FC #5 got mad because FC #7 took a broom and knocked FC # 5's food off the table. - FC #7 told her she would continue to act out every time she came back from the hospital because she did not want to be there. - The police were called, and the police took FC #7 to the hospital. - She denied FC #4 tried to hit FC #7. <p>Interview on 11/22/19 with staff #3 revealed:</p> <ul style="list-style-type: none"> - She and staff #1 along with the clients picked up FC #7 from the hospital on 7/10/19. - She and staff #1 asked FC #7 to take a shower when they returned to the group home and FC #7 refused. - The other clients were eating at the kitchen table. - FC #7 was upset. FC #7 took her bloody underwear and threw it at another client's food on the kitchen table. - FC #7 stated she wanted to go to her room, and she had a fork in her hand. 	V 293		

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V 293	<p>Continued From page 26</p> <ul style="list-style-type: none"> - FC #7 stated she wanted to go back to the hospital. She and staff #1 told her she could not go back to the hospital until she gave them the fork. - The police were called. - She was not in the kitchen but knew that FC #4 and FC #7 started arguing in the kitchen. - She was unsure if there was a physical altercation between FC #4 and FC #7 because she was outside with one of the clients waiting on the police to arrive. - The police took FC #7 back to the hospital. <p>Finding #3</p> <p>Review on 11/18/19 of "Behavioral Incident Reporting Level 1" dated 7/30/19 revealed:</p> <ul style="list-style-type: none"> - "Description of event (What triggered the event?): [FC #5] was at camp and participating in bible study. [FC #5] spoke about her experience at church and the other client (FC #4) made a harsh remark towards [FC #5]. [FC #5] then became verbally aggressive towards [FC #4]. Staff attempted to talk [FC #5] down but she ran toward [FC #4] and punched her in the face. Staff interceded and separated the two. Once the physical altercation ended, staff took [FC #4] to the doctor. Results indicated [FC #5] broke her (FC #4"s) nose. - "What de-escalation techniques were used? Took client for a walk, contacted parent, and went for a ride around the neighborhood to talk it out." <p>Review on 11/25/19 of FC #4's medical record dated 7/30/19 revealed:</p> <ul style="list-style-type: none"> - "She (FC #4) was in an altercation earlier today and took a punch to the nose with subsequent right nose bleeding and swelling. Head hurts a little bit." - "Findings: There is a mildly inferiorly angulated 	V 293		

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V 293	<p>Continued From page 27</p> <p>fracture of the nasal bone."</p> <p>Interview on 11/15/19 with FC #4 revealed:</p> <ul style="list-style-type: none"> - On 7/30/19 she had a physical altercation with FC #5 at camp which resulted in her nose being broken. - The only group home staff at camp was staff #4 and she was out in the van when the fight occurred. - "... (At camp on 7/30/19) [FC #5] said, 'that's why your mom doesn't want you.' I said, 'obviously God is not in your life if that's how you treat people.' [FC #5] got mad. I was sitting in a chair beside the door. [FC #5] was leaving out the door and said, 'I will beat your a*s.' I said, 'you can say whatever you want to say.' I felt her hit me in the head from behind. I got up and we started fighting. She took a tree trunk (a decorative thing) and she tried to hit me in the head with it and I grabbed it. We were in the art room. I tripped over a chair. I fell on top of the table and broke the table. The table hit the wall and put a hole in the wall. That's when she (FC #5) got on top of me and she was punching me in my face with closed fist. She was hitting my whole face." - "We were fighting for a good five minutes and [staff #4] was still outside. [Staff #4] was not aware we were fighting. [Client #3] went and told [staff #4] we were fighting but by the time she came in we stopped fighting." - "I went and looked at it in a mirror and my nose was dislocated. [The AP] took me to the hospital and they said it was too swollen and could not see anything. I went the next day to another doctor. They said it was broken and dislocated. I then went to another hospital where they did surgery." - "Staff should have been in there and there should have been two staff there." 	V 293		

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V 293	<p>Continued From page 28</p> <p>Interview on 11/14/19 with FC #5 revealed:</p> <ul style="list-style-type: none"> - On 7/30/19 there was a fight between her and FC #4 during camp. - She broke FC #4's nose and she went to the hospital. - The only group home staff at camp was staff #4 and she was out in the van when the fight occurred. - After the fight was over, she locked herself in the facility van and later came out of the van. - The police were not called. - Prior to the 7/30/19 physical altercation, it was known by staff that she and FC #4 did not get along. <p>"[Staff #4] was not there, and she was outside in the van asleep when the fight first happened."</p> <ul style="list-style-type: none"> - "I was talking about what happened at church that past Sunday. I hate for people to question my religion. [FC #4] said you are the d**n devil you haven't let God in yet. That made me mad. I was walking out and [FC #4] was sitting at the door. I said 'yall better get her' because she kept saying stuff. [FC #4] said that's what I thought b***h and she was testing me. I had walked past her out the door and came right back when she said, 'that's what I thought b***h.' I hit her one time. I hit her closed fist on the side of her head. I punched her on her temple. I walked into the art room to calm down." - "[FC #4] came in (to the art room) 15 seconds later and said what's up and she spit on me. We squared up and I grabbed her by her shirt. I was jerking her, and she fell on the table and broke table. She was between a table and a chair. She fell on both the table and chair that was under the table. The chair broke too. She fell on her face. I don't know why they say I broke her nose. She was on the floor face down and I kept hitting her on head. [The Camp Director's] son grabbed me 	V 293		

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V 293	<p>Continued From page 29</p> <p>by my shirt and told me to go outside. I went and locked myself in the van." - "They (staff) could have been monitoring us more. They needed to have more responsible staff with us."</p> <p>Interview on 11/12/19 and 11/15/19 with client #3 revealed: - There was a fight between FC #4 and FC #5 at camp "either the end of July or beginning of August (2019)." - When the fight ended FC #4's nose was broken. - "[FC #5] was walking out of a room and then [FC #5] hit [FC #4] as she was going out the door. Then ...they started fighting. [FC #5] was punching [FC #4] in her face and that was how her nose got broken. [Staff #4] was outside and I had to go out and get her. [The Camp Director] didn't want to get in the middle of it and was telling them to stop."</p> <p>Interview on 11/13/19 with the Camp Director revealed: - On 7/30/19 there was a fight between FC #4 and FC #5 at camp. - Staff #4 was the only group home staff at camp on 7/30/19. Staff #4 was not present during the fight. - FC #4 and FC #5 ended the fight on their own. - Prior to 7/30/19 FC #4 and FC #5 "had words with each other" 3 times at camp. - "[FC #5] had said she felt like the minister that past Sunday talked to her and impacted her life. That's when [FC #4] had said 'I can't tell that anything had transpired in [FC #5's] life'." - "[FC #5] was walking out of the room ...she (walked) past [FC #4]. [FC #4] stood up as [FC #5] passed by. I could not tell you who hit first. They were punching each other, and I had to think about the other 17 kids who were there. I</p>	V 293		

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V 293	<p>Continued From page 30</p> <p>am screaming [FC #4] stop and [FC #5] stop. I had my staff go outside and get [staff #4]. Then [the AP] came to take [FC #4] to the hospital. I could look at her (FC #4's) face and tell her nose was out of socket. You could tell the punch had moved her nose."</p> <p>Interview on 11/19/19 with staff #4 revealed:</p> <ul style="list-style-type: none"> - She was the only group home staff at camp on 7/30/19 - She was outside when the fight occurred. - Client #3 came outside and told her about the fight. - She took FC #4 to the local hospital while another staff member came to the camp and picked up the other clients. - "When I had [FC #4] sat down it was obvious her nose was broken." - "[FC #4] and [FC #5] did not get along. [FC #5] really does have a short fuse and has no patience ...[FC #5] could be fine one minute and explode the next and we would not know what triggered it." <p>Interview on 11/19/19 with the L/QP/ED revealed:</p> <ul style="list-style-type: none"> - She was not present on 7/30/19 when FC #4 and FC #5 had a physical altercation. - "That happened it camp. My understanding is that [FC #4] talks a lot. We did not know they (FC #4 and FC #5) went to the same PRTF. [FC #4] said something smart and [FC #5] got up and punched [FC #4] in the nose or something like that." <p>Interview 11/19/19 with the Associate Professional revealed:</p> <ul style="list-style-type: none"> - On 7/30/19 there was a fight between FC #4 and FC #5. She was not at the camp on 7/30/19. - She later learned on 7/30/19 they were having a Bible discussion at camp. FC #4 and FC #5 	V 293		

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V 293	<p>Continued From page 31</p> <p>started fighting. FC #4 went to the hospital to see if her nose was broken. It was dislocated and FC #4 had surgery.</p> <p>- After the fight she told the staff "to keep a close watch on both of them [FC #4 and FC #5]."</p> <p>"They (FC #4 and FC #5) had random incidents and then they would be friends. Whenever [FC #5] gets upset with her family she would take her anger out on [FC #4]. We would never know when things would go wrong with her family because [FC #5] is a ticking time bomb. When something was really bothering [FC #5] you would never know."</p> <p>Finding #4</p> <p>Review on 11/12/19 of IRIS report dated 10/7/19 revealed:</p> <p>- "Sunday (October 6, 2019), [FC #5] made her a phone call to her mother and staff asked the other consumer (FC #4) to leave out the room. The other consumer (FC #4) left and talked to staff outside. While [FC #5] was on her phone call, she then assumed that the other consumer was talking about her and instantly ran outside to hit the other consumer. They then got in a physical altercation. Staff intervened and separated both clients. After that, [FC #5] grabbed the mop and hit the other consumer (FC #4) in the head with the metal piece causing a big laceration on her forehead."</p> <p>- "The other consumer (FC #4) then ran to the facility van and attempted to lock all the door but [FC #5] opened the doors. [FC #5] then wrapped the seat belt around the client neck, spat in her face several times, pulled consumer hair, punched the other consumer in the face, and then stated that she was going to kill the consumer. Staff intervened once more and got [FC #5] off the other consumer."</p>	V 293		

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V 293	<p>Continued From page 32</p> <p>- " After that, [FC #5] quickly ran inside the home and locked the staff and the other consumer (FC #4) outside. During that time, she called her mother and sister to come to the facility. [FC #5] opened the door and staff were pushed out the way and [FC #5] attacked the other consumer with a metal ab roller multiple times until she bled even more. The other consumer (FC #4) was then sent to the hospital and had to receive several stitches."</p> <p>- "During this time the police were notified. The police could not take her due to her age and her not being on juvenile probation. However, they will be contact juvenile justice office to proceed with criminal charges. The magistrate office would not accept our requested for involuntary commitment due to her actions being more criminal than mental health."</p> <p>Review on 11/25/19 of the police record dated 10/6/19 revealed:</p> <p>- "On October 6, 2019 at approximately 1453 hours I was dispatched to [group home address] in reference to assault between two group home members. Upon my arrival, I spoke with [FC #4] ..., who stated that she had been assaulted by [FC #5] It should be noted [FC #4] was being treated by [ambulance service] and [city] Fire Department and was not able to provide further. I spoke with [FS #8], who is a staff member of the group home, who stated that both parties involved had been fighting and then it escalated into objects being used to fight.</p> <p>- [FS #8] stated that [FC #4] and [FC #5] began arguing and then [FC #4] stepped outside. [FS #8] then stated that [FC #5] followed outside and began to assault [FC #4] by punching her. [FS #8] stated that [FC #4] and [FC #5] stopped fighting for a</p>	V 293		

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V 293	<p>Continued From page 33</p> <p>moment and during that time [FC #4] got into the red vehicle in the driveway. [FS #8] then stated that [FC #5] again went to assault [FC #4] and could not be stopped by staff. [FS #8] stated that [FC #5] then assaulted [FC #4] in the front seat of the van. [FS #8] then stated that the parties split up again and [FC #5] then went inside. [FS #8] stated it was at that time [FC #5] locked both staff members and [FC #4] outside of the home. [FS #8] stated that after [FC #4] kicking the door several times, [FC #5] opened the door, armed with an ab roller. [FS #8] stated that [FC #5] swung the ab roller and hit [FC #4] in the head and then punched [FC #4] several more times.</p> <p>- I briefly spoke with [staff #2] ..., a group home staff member, who stated that she was trying to get the two separated with the help of [FS #8]. [Staff #2] stated that she was contacting the group home owner for police to speak with her. While I spoke with [FC #4] and [FS #8], [the police officer] spoke with [FC #5], who stated that [FC #4] hit her in the head with stick of a mop. [FC #5] stated that the argument started the previous night, 10/05/2019, over a comment [FC #4] made. [FC #5] then stated that the two got into a fight and [FC #4] used the mop stick to hit her so she then hit [FC #4] with the ab roller. [FC #5] did not state to [the police officer] who started that assault.</p> <p>- I then spoke [the L/QP/ED], the group home owner, who stated that this was not the first time [FC #5] and [FC #4] had been in a physical altercation. [The L/QP/ED] stated approximately two months ago, [FC #5] and [FC #4] had been in a physical altercation resulting in [FC #4] getting a broken nose and needed surgery. [The L/QP/ED] stated that the group home is working toward getting new placement for [FC #5] but have been</p>	V 293		

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V 293	<p>Continued From page 34</p> <p>unsuccessful thus far. It was brought to my attention that the group home cameras and [the L/QP/ED] was the only person who had access. [the L/QP/ED] stated that I could review the camera footage to observe what occurred during the incident.</p> <p>- During view of the camera footage, I observed [FC #4] walk outside and [FC #5] get off the couch and follow her outside. I then observed [FC #5] assault [FC #4] first and [FC #4] then began to hit back. It appeared the two staff members then got in between [FC #4] and [FC #5] to break up the altercation. I then observed [FC #5] go into the house and [FC #4] walk over to the vehicle and get inside the front passenger side. I observed [FC #5] come back outside pushing through staff members to get to [FC #4] in the vehicle where the altercation began again. I observed staff quickly get the two separated. I observed [FC #5] grab the mop from the front porch and strike [FC #4] multiple times in the head with the mop stick. I observed staff attempt to stop [FC #5] before she approached [FC #4] with the mop but were not successful.</p> <p>- I then observed the staff members break the two up again and [FC #5] returns inside. I then observed [FC #5] lock the door with both staff members and [FC #4] outside. I then observed [FC #5] grab the ab roller and begin to say things through the door to [FC #4]. I observed [FC #4] push a staff member away from the door and begin kicking the door multiple times. I observed [FC #4] then bend over to do something and then she grabbed the mop. I observed [FC #5] then open the front the door and strike [FC #4] multiple times in the head with the ab roller and then struck her with a closed fist. I then observed staff members get the two parties separated and keep them separated until emergency personnel could arrive on scene ...</p>	V 293		

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NAME OF PROVIDER OR SUPPLIER FRESH START HOME FOR CHILDREN	STREET ADDRESS, CITY, STATE, ZIP CODE 1929 MURRYHILL ROAD GREENSBORO, NC 27403
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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 293	<p>Continued From page 35</p> <ul style="list-style-type: none"> - I observed [FC #4] to have a laceration to the forehead just before the hair line, that was approximately 2 inches. I observed [FC #4] to have multiple scratches to the face and to the arms. I observed [FC #4] to have a swollen lip and blood in her mouth. I then observed there to be blood in multiple locations from where [FC #4] had been during the incident and just after the incident. I did not observe [FC #5] to have any signs of injury. - [FC #4] was transported to [local hospital] by [ambulance service] for further evaluation. After speaking with a staff member, [FC #4] needed approximately 5 stitches to the head laceration. A juvenile petition has been completed for [FC #5]. - On 10/06/2019 at 1510 hours, I was dispatched by (County metro 911) to [group home address], in reference to an assault. - I observed ...At the end of the sidewalk were stairs leading to a landing in front of the front door to the residence. There were red droplets on the sidewalk, stairs and landing. There were also red droplets on the exterior siding next to the front door in the grass front yard. To the left (East) of the sidewalk, was a wooden- handled mop and a blue ab roller with block handles. Both items had red stains on them. - I then changed my location to [local hospital] ...she (FC #4) had a liner cut on her forehead, specifically across her hairline. There was also a cut on her left cheek, directly below her left eye. She had what appeared to be dried blood on her forehead, both cheeks, and her chest." <p>Review on 11/20/19 of FC #4's medical record dated 10/6/19 revealed:</p> <ul style="list-style-type: none"> - "[FC #4] ...presents after being assaulted by another group home member. Patient (FC #4) states the other group home member took the wood part of a broom stick, a plastic ab roller, 	V 293		

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V 293	<p>Continued From page 36</p> <p>and used her fist to punch and hit patient's face and head. Group home staff member states that pt (patient) had a brief episode of LOC (loss of consciousness)."</p> <p>- "Head is with abrasion, with contusion, with laceration approx. (approximately) 3 cm (centimeters) lac (laceration) to center of forehead that goes into scalp and hair line) and with left periorbital erythema."</p> <p>Interview on 11/15/19 with FC #4 revealed:</p> <p>- On 10/6/19 she had been outside the group home and tried to talk to FS #8 who was on the phone. She came back inside to ask staff #2 if she could use the phone to talk to the AP. She wanted to let the AP know she was not getting along with FC #5. Staff #2 was on the phone and she could not ask staff #2 to call the AP. After she realized she could not talk to staff #2 and ask to call the AP for help, she went back outside.</p> <p>- She cracked the front screen door and asked staff #2 if she could let her know when FC #5's five minutes were up on the phone so that she could make a call to the AP.</p> <p>- She heard FC #5 tell the person on the phone she would call her back.</p> <p>- FC #5 ran out the front door to where she was in the yard. Staff #2 was on the phone inside. FS #8 called for staff #2 to come outside.</p> <p>- By the time staff #2 came outside she and FC #5 were already fighting.</p> <p>- "I was so p****d at [staff #2]. She was not using any force to get [FC #5] away from me. [FC #5] was trying to pull me onto the ground and I started punching her in the face."</p> <p>- "I started walking to the van and locked myself in the van ...[FC #5] grabs the mop off the stairs and [FC #5] hits me with the mop while I was walking to the van and the mop hits me in the head. The second time she hits me with the mop</p>	V 293		

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V 293	<p>Continued From page 37</p> <p>I grab it and snatch it from her. I dropped the mop and ran to the van. I try to lock the doors (to the van)."</p> <p>- "The door behind me did not lock (and FC #5 got into the van). [FC #5] started spitting and I started spitting back. [Staff #2] walked to the door behind the driver's side. [FS #8] was on the door where [FC #5] was.</p> <p>- "[FC #5] got on top of me and started punching me. I was trying to cover myself. [Staff #2] is telling me to open the doors. [FS #8] gets inside and unlocks the door and tries to pull [FC #5] off of me. [Staff #2] gets into the car and tries to get [FC #5] off me.</p> <p>- "[FC #5] continued to punch me closed fist in the face. This time when she punches me, she has long nails she is scratching my face and trying to scratch my eyeballs out. After she scratches my face the staff say, 'get off her' and [FC #5] says, 'no I am going to kill this b****h.' This is when [FC #5] takes the seat belt and wraps it around my neck and pulled on the seat belt. I could breathe but I could tell I was starting not to be able to breathe."</p> <p>- "[FC #5] runs into the group home and slams the door with [client #3] inside there. I am banging on the door ...I proceed to walk away from the door. [FC #5] said she was going to kill me. [FC #5] opens the door and I am trying to get off the porch and she hits me with the ab roller. I don't know what happened after that because I started losing consciousness and I was bleeding a whole lot."</p> <p>- "I feel [staff #2] could have put some force into stopping the fight and I feel like my safety didn't matter to [staff #2]. [Staff #2] yelled to [client #3] to come and help when we were in the van."</p> <p>Interview on 11/14/19 with FC #5 revealed: - On 10/6/19 the group home staff (staff #2 and</p>	V 293		

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V 293	<p>Continued From page 38</p> <p>FS #8) and clients (client #3, FC #4, and FC #5] had returned on an outing.</p> <ul style="list-style-type: none"> - FC #4 had argued with her the whole way home. - FC #4 had tried to call the AP and she wanted to call her sister. - She called her sister and while on the phone FC #5 reminded FS #8, that FC #5 was only supposed to be on the phone 5 minutes. - She went outside, and FC #4 pulled her hair. She and FC #4 started fighting. - FC #4 would not let go of her hair and kept hitting her face. She went inside the group home to find the keys to unlock the closet to get a knife to stab FC #4. Staff #2 came in the house and told her to calm down. She told staff #2 to get out of her face. - She got the mop off the front porch and hit FC #4 with the mop. FC #4 grabbed the mop. FC #4 then got in the van and locked the doors. She went inside the van and FC #4 spit on her and she started hitting FC #4. - FC #4 tried to strangle her with the seatbelt and she "tried to poke [FC #4's] eyeballs out." - She ran in the house and locked the door with client #3 in the house. - She ran out of the house with an ab roller and "hit [FC #4] in the head at least four times." - "[FC #4] was bleeding and she chilled out. I walked to my room." - "They called the police when they couldn't stop her from bleeding." - "I feel like they (staff #2 and FS #8) could have done a lot that day. I asked [staff #2] to walk with me. I asked her to do that before I called my sister. [Staff #2] made excuses why she could not walk with me. [FS #8] could have took [FC #4] to the park. They could have separated us." <p>Interview on 11/15/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - She witnessed a fight between FC #4 and FC 	V 293		

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V 293	<p>Continued From page 39</p> <p>#5 sometime in October 2019.</p> <ul style="list-style-type: none"> - The staff who were working when the fight occurred was staff #2 and former staff (FS) #8. - FC #5 had been mad because of something said by FC #4. - FC #5 went outside the group home and yelled at FC #4. FC #5 then punched FC #4 in the face. Staff #2 and FS #8 did not restrain the clients but did get the clients away from each other. - Then FC #5 was mad and grabbed a mop that was on the front porch. FC #5 hit FC #4 on her head with the mop. - FC #4 grabbed the mop away from FC #5. - FC #4 then ran to the facility van and attempted to lock herself in the van. - FC #5 was able to get into the van and climbed on top of FC #4. - While FC #5 was in the van, she started hitting FC #4 in the face. - FC #5 tried to use the seat belt to strangle FC #4. FC #5 said, "I am going to kill this b****h" - FC #4 had scratches all over her face because FC #5 "was trying to scratch her eyeballs out." - FS #8 and staff #2 were inside the van "only talking to [FC #5] and didn't restrain her." - FC #5 then locked herself inside the group home with her. - She went to her bedroom but heard the door open. - FC #5 had an ab roller and hit FC #4 in the head "multiple times." - She did not feel staff did everything they could to stop the fight. - "I had a nightmare about it. I was scared for [FC #4] but not for me. There was so much blood from [FC #4's] head. It was all over her face and all over her hair, neck and shirt. It was on the porch and sidewalk." - "No, they might say they (staff) can't restraint us but I am pretty sure if we try to self-harm or harm 	V 293		

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V 293	<p>Continued From page 40</p> <p>someone else, they can restrain us. They did not try to restrain [FC #5] when she was beating up [FC #4] at all."</p> <p>Interview on 11/19/19 and 11/25/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> - On 10/6/19 she, FS #8 along with client #3, FC #4 and FC #5 had just returned from church. - She was inside with FC #5 who was on the phone with her sister. FC #4 had been outside talking to FS #8. - FC #5 got off the phone because she thought FC #4 had talked about her mother. - FC #5 ran outside and started a fight with FC #4. - She stood in the middle of FC #5 and FC #4. FS #8 is trying to calm FC #5 and FC #4 down by talking to them. - FC #5 swings a mop at FC #4. - FC #4 gets into the van and FC #4 thought she locked all the doors. - FC #5 gets into the van and climbs on top of FC #4. FC #5 started punching FC #4. - FC #5 tried to strangle FC #4 with the seat belt. - "[FC #4] could not breathe. You know how when you choke a person they are gasping for air (that is what FC #4 was doing). Then [FC #5] got out of the car and found the ab roller outside and hit [FC #4] in the head. She hit her more than two times in the head. I want to say it was like 7-8 times in the head." - "They know we are not allowed to put hands on them. [FC #5] did know we were not allowed to pull them or put hands on them period. I don't know who told them we are not allowed to touch them but [FC #5] knew that we are not allowed to put hands on them and we could get in trouble for putting hands on them." <p>Interview on 11/19/19 and 11/22/19 with the</p>	V 293		

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V 293	<p>Continued From page 41</p> <p>L/QP/ED revealed:</p> <ul style="list-style-type: none"> - She was not present on 10/6/19 when the fight occurred between FC #4 and FC #5. - She did review the video footage from the group home cameras. She no longer had a copy of the footage. - "[FC #5] is very aggressive. We were looking to move [FC #5]." - "[FC #5] was on the phone and it happened like that. It was a surprise element. The staff did everything they could do." - "They (staff #2 and FS #8) could not restrain [FC #5]. [FC #5] is a big girl and my staff are much smaller." <p>Interview 11/19/19 with the Associate Professional revealed:</p> <ul style="list-style-type: none"> - She was not present on 10/6/19 when the fight occurred FC #4 and FC #5. - She attempted to do an involuntary commitment for FC #5, but it was denied by the magistrate. <p>"It (the fight on 10/6/19) was unexpected. [FC #5] is a ticking time bomb. [FC #5] was on the phone with her sister. [FC #4] had been outside with the other staff. [FC #5] told her sister to hold on and started fighting [FC #4]."</p> <ul style="list-style-type: none"> - "Prior to incident the staff had been told verbally eyes on supervision of [FC #5] and [FC #4] at all times." <p>Review on 11/22/19 of the Plan of Protection dated 11/22/19 written by the L/QP/ED revealed:</p> <p>"Plan of Protection 10A NCAC 27G.205 Assessment and Treatment/ Habilitation or Service Plan (V112) 0A NCAC 27G .0203 Competencies of Qualified Professionals and Associate Professionals (V109) 10ANCAC27G.1701 Scope(V293) 10ANCAC27G.1704 Minimum Staffing</p>	V 293		

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V 293	<p>Continued From page 42</p> <p>Requirements (v296) 10A NCAC27G.0604 INCIDENT REPORTING Requirements (V367) What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? The course of action taken on 11/22/2019. All incidents were addressed and reported. All staff will be notifying and instructed again that when a client or staff in risk of being harm, the first action would be to try to separate the clients the clients from the situation. and talk them down. If the client's aggression is still persistent and if need be the staff is required to place the client in the proper NCI (North Carolina Interventions) restraints to prevent any injury to staff or client or any property damage. If they feel they(staff) can't control the client call 911. There will always be 2 staff present as required by the rule. Clients will no longer go to camp All statements from the state regarding anything, Management staff will be asked put their directions or answers in writing. 2. Describe your plans to make sure the above happens. This was done on 11/22/2019 The QP (Qualified Professional) will facilitated the staff memo reviewing the Peron Centered Plan and Crisis Plan for each client and meet with [therapist] following his assessment of each client to determine if additional interventions need to be addressed in current client PCP (Person Centered Plan) and crisis plan. The QP will have a listing of each staff that has received a copy of the memo. Staff will have a copy of the review so that it can be reviewed at any time. JMJ Enterprises, LLC do not agree with the finding."</p> <p>The facility served three former female clients and one current female client ages 15-17 with</p>	V 293		

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V 293	Continued From page 43 various diagnoses not limited to: Oppositional Defiant Disorder (D/O); Cannabis Dependence; Post Traumatic Stress D/O; Disruptive Mood Dysregulation D/O; Attention-Deficit/Hyperactivity D/O; Bipolar II; Borderline Intellectual Functioning; Intellectual Developmental Disability, Mild; and Delusional D/O. Some of the clients' behavioral history include but are not limited to: refusing to go to school, running away, suspension from school, stealing, anger management, defiance towards authority figures, struggles with getting along with peers, compliance with rules, failure to communicate feelings, mood fluctuation, manipulative, dishonesty, defiant, physically and verbally aggressive. During the month of July 2019 there were 3 incidents: a fight between FC #4 and FC #7 on 7/5/19 and then a second fight between FC #4 and FC #5 on 7/30/19 at camp. Former client #4 sustained a broken nose on 7/30/19 which required surgery. During both fights staff #4 was the only group home staff at camp but she was outside when the fights occurred. During a third incident on 7/10/19 staff #1 insisted four times that FC #7 take a shower after FC #7 told staff #1 she had a shower that day prior to being discharged from the hospital. The staff withheld a clean sanitary napkin from FC #7 for not wanting to take a shower. A fight also occurred on 7/10/19 between FC #4 and FC #7 and staff did not restrain the clients. On October 6, 2019, a fourth incident occurred at the group home between the same clients (FC #4 and FC #5) who fought at the camp. On 10/6/19, FC #4, who had already sustained a broken nose on 7/30/19, sustained a head injury and loss of consciousness on 10/6/19 after FC #5 hit her in the head with a mop, hit her multiple times in the head with a metal ab roller and attempted to strangle her with a seat belt. The staff had been told by administration to not	V 293		

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V 293	Continued From page 44 restrain and the clients knew the staff could not restrain. The L/QP/ED made this decision to not allow staff to restrain unless the clients were going to "kill someone" after being cited for an improper restraint of a client on 8/23/19. The L/QP/ED did not update treatments plans after the altercations occurred. This deficiency constitutes a Type A1 rule violation for serious neglect and harm and must be corrected within 23 days. An administrative penalty of \$2,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 293		
V 296	27G .1704 Residential Tx. Child/Adol - Min. Staffing 10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS (a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times. (b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows: (1) two direct care staff shall be present for one, two, three or four children or adolescents; (2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and (3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents. (c) The minimum number of direct care staff during child or adolescent sleep hours is as	V 296		

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V 296	<p>Continued From page 45</p> <p>follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to have two direct care staff present while the clients were awake or asleep for one, two, three or four clients affecting 1 of 3 current clients (#3) and 3 of 5 former clients (FC #4, FC #5 and FC #7). The findings are:</p> <p>Review on 11/13/19 of client #3's record revealed: - Admission Date: 7/24/19 - Diagnoses: Oppositional Defiant Disorder (D/O);</p>	V 296		

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V 296	<p>Continued From page 46</p> <p>Cannabis Dependence, uncomplicated</p> <ul style="list-style-type: none"> - Age: 15 years-old - Review of client #3's goals in the Person-Centered Profile (PCP) updated 9/19/19 revealed: <ul style="list-style-type: none"> - "...will receive Residential Level III services and supports and learn how to verbalize feelings of frustrations, disagreement, and anger in a controlled assertive and positive manner." - "...will learn and develop positive coping skills ..." - "...will demonstrate improved ability to show respect to authority figures and peers ..." - Review of page 2 of client #3's PCP revealed: <ul style="list-style-type: none"> - "An assessment was completed on 6/12/19 due to the client needed a higher level of care ...During that time there was an increase in inappropriate behaviors that included that skipping classes, refusing to go to school, running away, suspension from school, suspicion of stealing from her peers, suspected substance use ..." - Review of client #3's Support/Intervention on page 4 of the PCP revealed: <ul style="list-style-type: none"> - "Client can be transported one on one by staff to community outings, medical appointment and school events." <ul style="list-style-type: none"> - here were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. <p>Review on 11/12/19 of Former Client (FC) #4's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 12/13/18 - Discharge Date: 10/25/19 - Diagnoses: Post Traumatic Stress D/O; Disruptive Mood Dysregulation D/O; Attention-Deficit/Hyperactivity D/O - Age: 17 years-old 	V 296		

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V 296	<p>Continued From page 47</p> <ul style="list-style-type: none"> - Review of FC #4's goals in the PCP dated 10/9/19 revealed: " ...will receive Residential Level III services and supports and learn how verbalize feelings of frustrations, disagreement, and anger in a controlled and positive manner." " ...will maintain compliance with rules and regulations in the home, school, and community ..." - " ...will utilize healthy coping strategies ..." - Review of FC #4's Crisis Prevention and Intervention Plan in the PCP dated 10/9/19 revealed: - "Always Keep your eyes on her at all times when she is upset. This will prevent attempts of self-injury." - Review of page 9 of FC #4's PCP revealed: - "CFT (Child Family Team) has to agreed that [FC #4] may be transported by one staff to and from her scheduled appointments and any other extra-curricular activities in her school or community." - There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. - There were no updates to her treatment plan following multiple altercations. <p>Review on 11/12/19 of FC #5's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 6/7/19 - Discharge Date: 10/7/19 - Diagnoses: Bipolar II; Oppositional Defiant D/O; Borderline Intellectual Functioning; Post Traumatic Stress D/O - Age: 15 years-old - Review of FC #5's goals in the PCP dated 9/17/19 revealed: - " ...will reduce her defiant behaviors and increase her ability to follow rules and directives 	V 296		

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V 296	<p>Continued From page 48</p> <p>..."</p> <p>- "...will decrease her aggressive behaviors by refraining from verbal and physical confrontations with authority figures and peers."</p> <p>- Review of page 3 of FC #5's PCP revealed:</p> <p>- "12/20/18 ...When school started, [FC #5] began to display more defiance towards authority figures at home and school and struggled more getting along with peers. She was suspended for three days for horseplay with peers and defiance when asked to stop. Her second suspension was for ten days for cursing the Principal and noncompliance with the school uniform policy ...She had an argument with her foster mother and threatened to hit her foster mother before walking out of the home. [FC #5] continues to struggle with compliance with rules in her home and at school as well as anger management."</p> <p>- There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs.</p> <p>- There were no updates to her treatment plan following multiple altercations.</p> <p>Review on 11/19/19 of FC #7's record revealed:</p> <p>- Admission Date: 6/12/19</p> <p>- Discharge Date: 7/18/19</p> <p>- Diagnoses: Intellectual Developmental Disability, Mild; Oppositional Defiant D/O; Delusional D/O</p> <p>- Age: 17 years-old</p> <p>- Review of FC #7's goals in the PCP updated 7/11/19 revealed:</p> <p>- "...will demonstrate positive coping skills ..."</p> <p>- "Develop and implement effective coping skills to carry out normal responsibilities, participate constructively in relationships."</p> <p>- "Verbalize an understanding of how thoughts, physical feelings and behavioral actions</p>	V 296		

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V 296	<p>Continued From page 49</p> <p>contribute to anxiety and its treatment." - "Identify, challenge and replace fearful self-talk ..." - "...will learn to improve decision making skills by examining benefits and consequences of her actions." - Review of page 2 of FC #7's PCP revealed: - "1/18/19: According CCA (Comprehensive Clinical Assessment) on 1/2/19 "[FC #7] has ongoing mood fluctuation. She primarily engages in high risk behaviors as she internalizes and fails to communicate feelings effectively to her support network. [FC #7] engages in a lot of negative behaviors to cope with ongoing mood symptoms. She has been aggressive and defiant with no identifiable stressor or trigger. Her moods tend to fluctuate more towards being irritable and angry. She has a history of being manipulative and lying. Can be very physically and verbally aggressive. She engages in fighting and self-defeating behaviors...[FC #7] has indicated to peers and adults that she has a baby, but this is confirmed to be untrue despite [FC #7's] elaborate detailed story and her attempts to ensure that this story could endure by telling people that her mother would deny the baby's existence." - Review of page 17 of FC #7's Crisis Plan in her PCP revealed: - "Refrain from getting into a power struggle with [FC #7]." - There were no treatment goals or strategies that specifically stated she would benefit from attending summer camp or the required level of supervision to meet the individualized needs. - There were no updates to her treatment plan following multiple altercations.</p> <p>Finding #1</p>	V 296		

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V 296	<p>Continued From page 50</p> <p>Interview on 11/21/19 with FC #7 revealed: - She attended summer camp with FC# 4 and FC #5. Summer camp started 6/29/19 and operated Monday-Friday. - She and FC #4 had a fight at camp on 7/5/19. - While FC #4 banged her head on the wall, banged her head on the floor and punched her face inside the camp building, staff #4 was outside. - "They, the kids at the camp from the group home and the lady who owned the camp, had to go outside and tell [staff #4] to come in. [Staff #4] came in late and no one stopped the fight until [FC #4] was tired."</p> <p>Interview on 11/15/19 with FC #4 revealed: - She attended summer camp with FC# 5 and FC #7. When client #3 was admitted on 7/24/19, she attended summer camp as well. Summer camp started 6/29/19 and operated Monday-Friday. - While she banged FC #7's head on the floor, staff #4 was outside in the van. - "[FC #7] kept following me while I was trying to go outside and get [staff #4]."</p> <p>Interview on 11/14/19 with FC #5 revealed: - She attended summer camp with FC #4 and FC #7. When client #3 was admitted on 7/24/19, she attended summer camp as well. Summer camp started 6/29/19 and operated Monday-Friday. - There was a fight between FC #4 and FC #7 at camp sometime in July 2019. - Staff #4 was the only group home staff present at camp when the fight occurred. - "[Staff #4] was in the car. They (FC #4 and FC #7) broke it up themselves. [Staff #4] was in the car the whole time and never came in. "</p> <p>Interview on 11/19/19 with staff #4 revealed: - On 7/5/19 she was the only group home staff</p>	V 296		

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V 296	<p>Continued From page 51</p> <p>present at camp.</p> <ul style="list-style-type: none"> - She was outside when the fight occurred between FC #4 and FC #7. - "I couldn't tell you exactly (how long I had been outside)." <p>Interview on 11/14/19 with the Camp Director revealed:</p> <ul style="list-style-type: none"> - She had worked with the group home clients in the past and knew the Licensee/the Qualified Professional/the Executive Director (L/QP/ED) for several summers. - There was a fight between FC #4 and FC #7 sometime in the middle of July 2019. - Staff #4 was the only group home staff present and she was not in the room when the fight occurred. - "I don't know what [staff #4] was doing. Maybe plugging up her phone." <p>Finding #2</p> <p>Interview on 11/15/19 with FC #4 revealed:</p> <ul style="list-style-type: none"> - On 7/30/19 she and FC #5 got into a fight at camp. - Staff #4 was the only staff present at camp on 7/30/19. - While FC #5 punched her closed fist in the face and broke her nose, staff #4 was outside in the van. <p>Interview on 11/12/19 and 11/15/19 with client #3 revealed:</p> <ul style="list-style-type: none"> - FC #4 and FC #5 had a fight at camp sometime at the end of July 2019 or beginning of August 2019. She did not recall the exact date. - Staff #4 was the only staff at camp the day that FC #5 and FC #4 had a fight. - "[Staff #4] was outside and I had to go out and get her." 	V 296		

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V 296	<p>Continued From page 52</p> <p>Interview on 11/14/19 with FC #5 revealed: - When she and FC #4 got into a fight on 7/30/19 at camp, staff #4 was the only group home staff present. - "[Staff #4] was there and she was outside in the van asleep when the fight happened."</p> <p>Interview on 11/13/19 with the Camp Director revealed: - FC #4 and FC #5 had a fight at camp on 7/30/19. - The only group home staff at camp on 7/30/19 was staff #4. - "It was only my (camp) staff there and [staff #4] there. I was there. "</p> <p>Interview on 11/19/19 with staff #4 revealed: - When FC #4 and FC #5 had a fight at camp on 7/30/19 she was not present. FC #4 and FC #5 had a fight inside the camp building, and she was outside. - She was the only group home staff at camp on 7/30/19. - "I had been out to the car where my lunch box was (when the fight occurred)." - "[Client #3] had ran out to get me."</p> <p>This deficiency is cross referenced into 10A NCAC 27G .1701 Scope (V293) for a Type A1 rule violation and must be corrected within 23 days.</p>	V 296		