

FRIENDLY PEOPLE THAT CARE
 1660 Reynolds Forest Rd
 Winston-Salem, NC 27107
 MHL# 034-311

Plan of Correction

Please complete all requested information and mail completed Plan of Correction form to:

NC Division of Health and Human Service Regulation
 2718 Mail Service Center
 Raleigh, NC 27699-2718

Cardinal Innovations

Provider Name:	Friendly People That Care 1 1660 Reynolds Forest Rd Winston-Salem, NC 27107 MHL# 034-311	Phone:	336-902-3933
Provider Contact Person for follow-up:	Angie Curry Lisa Gonzalez	Fax:	336-829-5992
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Finding	Corrective Action Steps	Responsible Party	Time Line
Issue 1: Emergency Plan and Supplies	<p>TO CORRECT THE DEFICIENCY--FPTC has implemented a system of checks and balances to conduct the fire and disaster drills at least quarterly and repeated for each shift to ensure this is occurring consistently.</p> <p>TO PREVENT THE PROBLEM—FPTC has ensured that the Associate Professional staff review all fire/disaster drills at least monthly which will ensure none are missed and the QP will monitor at least monthly as an additional check.</p> <p>WHO WILL MONITOR—FPTC's House Managers, Associate Professional and the Qualified Professional.</p> <p>HOW OFTEN— FPTC House Manager will monitor throughout the month, the AP's will monitor at least monthly and the QP will monitor at least monthly.</p>	<p>FPTC House Managers</p> <p>Associate Professionals</p> <p>Director, QP</p>	<p>Implementation Date: 2/1/2020</p> <p>Projected Completion Date: Ongoing</p>

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<p>Issue 2: Supervised Living-Staff</p>	<p>TO CORRECT THE DEFICIENCY—FPTC will ensure the appropriate number of staff are present to ensure the health, safety, well-being and individualized needs of the clients we serve.</p> <p>TO PREVENT THE PROBLEM—FPTC will ensure there are adequate staff to meet clients' needs. The FPTC House Manager will schedule staff daily ensuring all client needs can be met and will monitor daily.</p> <p>WHO WILL MONITOR—FPTC's House Managers, Associate Professionals and the Qualified Professional.</p> <p>HOW OFTEN—FPTC's House Managers will monitor the staffing daily, the Associate Professional will monitor weekly and the QP will monitor throughout the month to ensure the health, safety and well-being of the clients we serve.</p>	<p>FPTC Staff</p> <p>FPTC House Managers</p> <p>Associate Professional</p> <p>Director, QP</p>	<p>Implementation Date: 2/1/2020</p> <p>Projected Completion Date: Ongoing</p>

Issue 3: Facility and Grounds Maintenance	TO CORRECT THE DEFICIENCY	FPTC Staff	Implementation Date:
	<p>FPTC will ensure the facility and grounds are maintained in a safe, clean, attractive and orderly manner and kept free from offensive odor.</p> <p>TO PREVENT THE PROBLEM—FPTC will ensure the flooring</p>	<p>FPTC House Managers</p> <p>Associate Professional</p>	<p>2/1/2020</p> <p>Projected Completion Date: Ongoing</p>

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	<p>is safe throughout the home at all times.</p> <p>WHO WILL MONITOR—FPTC Staff, House Manager, Associate Professionals and the Qualified Professional.</p> <p>HOW OFTEN— FPTC's Staff as a whole will monitor the flooring/house daily and report any concerns immediately to the House Manager who will inform AP/QP and get the matter resolved.</p>	<p align="center">Director, QP</p>	
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