

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0411184</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/03/2020</b>
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NAME OF PROVIDER OR SUPPLIER  
**RESIDENTIAL TREATMENT CENTER**

STREET ADDRESS, CITY, STATE, ZIP CODE  
**1601-B HUFFINE MILL ROAD  
GREENSBORO, NC 27405**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	INITIAL COMMENTS  A complaint survey was completed on 3/3/20. The complaint was substantiated (intake #NC00160109). Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment for Children and Adolescents.	V 000		
V 364	G.S. 122C- 62 Additional Rights in 24 Hour Facilities  § 122C-62. Additional Rights in 24-Hour Facilities. (a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to: (1) Send and receive sealed mail and have access to writing material, postage, and staff assistance when necessary; (2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and (3) Contact and consult with a client advocate if there is a client advocate. The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times. (b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to: (1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;	V 364	V364 Alexander Youth Network Residential Treatment Center will be implementing programmatic changes in order to start the process of removing uniforms and making sure all clients have adequate clothing. Over the next 4 weeks, clothing will be requested or purchased for those clients lacking adequate personal items. Uniforms will be removed beginning 4/27/2020. Clothing will be kept on hand for those clients that come to the program without clothing.  Clothing restrictions due to safety concerns will be documented in the client's record and will not exceed 30 days in accordance with the guidelines outlined in G.S. 122C-62.  Meaghan Whitson, Executive Director Eastside Campus, will be overseeing the program changes and will monitor with daily staff communication.  DHSR-Mental Health  MAR 20 2020  Lic. & Cert. Section	4/27/20

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Hannah Spikes* TITLE Performance Improvement Coordinator

(X6) DATE 3/19/20

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V 364	<p>Continued From page 1</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p>	V 364		
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V 364	<p>Continued From page 2</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h)</p>	V 364		

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V 364	<p>Continued From page 3</p> <p>of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <ol style="list-style-type: none"> <li>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</li> <li>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</li> <li>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</li> <li>(4) Receive special education and vocational training in accordance with federal and State law;</li> <li>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular basis in accordance with his needs;</li> <li>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</li> <li>(7) Participate in religious worship;</li> <li>(8) Have access to individual storage space for the safekeeping of personal belongings;</li> <li>(9) Have access to and spend a reasonable sum of his own money; and</li> <li>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</li> </ol> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason</p>	V 364		

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V 364

Continued From page 4

for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.

V 364

This Rule is not met as evidenced by:  
Based on record reviews and interviews the facility failed to ensure that clients kept the right to keep and use personal clothing and possessions affecting 3 of 3 clients (clients #1, #2, and #3). The findings are:  
  
Review on 3/3/20 of client #1's record revealed:  
-An admission date of 5/10/19;

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V 364	<p>Continued From page 5</p> <p>-An age of 16 years old; -Diagnoses included Attention Deficit Hyperactivity Disorder (ADHD), Oppositional Defiant Disorder (ODD), Post Traumatic Stress Disorder (PTSD), and Functional Enuresis; -No documentation regarding the restriction of clothing.</p> <p>Attempted interview on 3/3/20 with client #1 was not successful because the client refused to be interviewed.</p> <p>Interview on 3/3/20 with client #1's guardian revealed she was not aware that the client was not allowed to wear his own clothing when he was initially admitted to the facility.</p> <p>Review on 3/3/20 of client #2's record revealed: -An admission date of 6/21/19; -An age of 13 years old; -Diagnoses included PTSD, ADHD, Disruptive Mood Dysregulation Disorder, Alcohol Use Disorder, Cocaine Use Disorder, Gender Dysphoria, and Borderline Personality Disorder; -No documentation regarding the restriction of clothing.</p> <p>Interview on 3/3/20 with client #2 revealed: -"When you're on (level) 1, 2, or 3, you can't have your personals, like your personal clothing;" -When a previous client was at the facility, it negatively affected his self esteem to have to wear uniforms.</p> <p>Interview on 3/3/20 with client #2's guardian revealed: -"When he (client #2) first got there (the facility) he didn't like the uniforms they had for him;" -"I think they have to get so many points or levels before they can wear their own clothing."</p>	V 364		

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V 364	<p>Continued From page 6</p> <p>Review on 3/3/20 of client #3's record revealed: -An admission date of 2/27/20; -An age of 15 years old; -Diagnoses included ODD, Autistic Spectrum Disorder, and ADHD; -No documentation regarding the restriction of clothing.</p> <p>Interview and observation on 3/3/20 at approximately 12:57pm with client #3 revealed: -The client was wearing a gray sweatshirt and sweatpants; -Clients were required to wear only uniforms until they reached level 4; -"I'm on level 2 since I just got here...today makes 7 days;" -"The staff gets it (personal clothing)...I'm not supposed to have access to it as far as I know;" -"They (staff) didn't explain to me why (he was not able to wear his own clothing);" -After a month of good behavior he would be on level 4 and able to wear his own clothing.</p> <p>Interview on 3/3/20 with client #3's guardian revealed: -He was aware that the client was not allowed to wear his own clothing; -"There was a large packet that was sent and that's in the guide;" -"I think it's an incentive to behave and to reach up to a higher level."</p> <p>Review on 3/3/20 of the Program Manual revealed: -"Resident's Rights and Responsibilities #23: You have the right to wear your personal clothing and decorative items, as long as it is appropriate and these do no interfere with your treatment or with the treatment of others;"</p>	V 364		

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V 364	<p>Continued From page 7</p> <p>-"Important Note: Loss of privileges in the level system is not to infringe on patient rights, which may only be restricted by specific order of the treatment team;"</p> <p>-"Level 2 - Entry level;"</p> <p>-"Level 4 - Can wear own casual clothing as long as staff see's it appropriate."</p> <p>Interview on 3/3/20 with Staff #1 revealed:</p> <p>-"The kids upon admission, they're given 7 outfits total...they are gray, navy blue or black...pretty neutral colors;"</p> <p>-"Once you are on level 4 or 5 your are allowed to wear your own personal clothes;"</p> <p>-"On Fridays, if they go through the week without getting into trouble, they are allowed to wear their own clothes;"</p> <p>-It typically takes 4-5 weeks from the time clients are admitted to reach level 4;</p> <p>-"We have a storage room on the unit here and it's (personal clothing) kept in that storage room;"</p> <p>-"I think it's a safety thing...I think it puts everybody on the same level of environment...I never got a reason why...It's just how it's been;"</p> <p>-He was aware that it was a violation of client rights to not allow them to wear their own clothing but he had assumed that the facility had gotten permission.</p> <p>Interview on 3/3/20 with the Performance Improvement Coordinator revealed:</p> <p>-"None of the parents have ever said anything (regarding the clothing restriction);"</p> <p>-"It's one of the things that we're working towards, doing away with the uniforms;"</p> <p>-The facility had planned to allow clients to wear their own clothing by July 2020.</p> <p>Interview on 3/3/20 with the Executive Director revealed:</p>	V 364		



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V 364	<p>Continued From page 8</p> <p>-When clients were admitted to the facility..."we provide uniforms that are sweats...they can wear their own pajamas and undergarments;"</p> <p>-The facility had required new admissions to wear uniforms for years due to safety concerns and some of the clients not having their own clothing;</p> <p>-"When they get on level 3, they can wear their own clothing;"</p> <p>-It can take up to 2 weeks from the time new clients are admitted for them to reach level 3;</p> <p>-"They can wear anything without strings when they are on level 3 and up."</p>	V 364		



# ALEXANDER YOUTH NETWORK

1601 Huffine Mill Road, NC 27405

March 19, 2020

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

To Whom It May Concern:

Enclosed you will find the Plan of Correction for the Residential Treatment Center (MHL# 041-1184). Please let me know if you need any additional information in order to address the deficiencies cited.

Thank you for your attention to this matter.

Sincerely,

Hannah Labas  
Performance Improvement Coordinator



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

March 9, 2020

Buddy Plummer, VP Performance Improvement  
Alexander Youth Network  
6220 Thermal Road  
Charlotte, NC 28211

Re: Complaint Survey completed March 3, 2020  
Residential Treatment Center, 1601-B Huffine Mill Road, Greensboro, NC 27405  
MHL # 041-1184  
E-mail Address: [bplummer@aynkids.org](mailto:bplummer@aynkids.org)  
Intake #NC00160109

Dear Mr. Plummer:

Thank you for the cooperation and courtesy extended during the complaint survey completed March 3, 2020. The complaint was substantiated.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

#### **Type of Deficiencies Found**

- All tags cited are standard level deficiencies.

#### **Time Frames for Compliance**

- Standard level deficiency must be **corrected** within 60 days from the exit of the survey, which is May 2, 2020.

#### **What to include in the Plan of Correction**

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603

MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718

[www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr) • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

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

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

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

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Barbara Perdue at (336) 861-6283.

Sincerely,



Sheri Spicer  
Facility Compliance Consultant I  
Mental Health Licensure & Certification Section

Cc: [DHSR\\_Letters@sandhillscenter.org](mailto:DHSR_Letters@sandhillscenter.org)  
[qmailto@cardinalinnovations.org](mailto:qmailto@cardinalinnovations.org)  
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[dhhs@vayahealth.com](mailto:dhhs@vayahealth.com)  
Pam Pridgen, Administrative Assistant