



Freedom House
Recovery Center

Integrated behavioral health care for children and adults

June 4, 2020

**Freedom House Recovery Center
104 New Stateside Drive
Chapel Hill, NC 27516**

MHL: # 068 – 003

Re: Intake # NC00161901

This plan of correction is in response to the substantiated complaint survey completed May 6, 2020.

V110 – 27G 0204 - Training / Supervision Paraprofessionals

Findings: The facility failed to assure former staff demonstrated the knowledge, skill and abilities required by the population served.

Measures to Correct: The Director of Outpatient Services, Program Manager, and HR Director will continue to assure that staff have the required trainings within the specified time frame. Staff will continue to receive Ethics and Boundaries training at the time of employment and as needed thereafter.

Measure to prevent: The Program Manager as supervised by the licensed clinical supervisor/Director of Outpatient Services will provide clinical supervision as defined the individual supervision plan to ensure that staff have the knowledge, skills and abilities to provide services to the client population. Program Manager will also conduct full orientation of all new staff including a review of policy on dual relationships as found in the Personnel Policy Manual.

Who will monitor and how often: The Program Manager, HR Director and Director of Outpatient Services will ensure that all staff receive the required trainings and supervision plans are carried out according to the plan on a monthly basis.

Sincerely,

Melanie Thomas,
Quality Management Director



United Way
of the Greater Triangle
Certified Community Impact Partner

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