

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL060-969</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/28/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ALEXANDER YOUTH NETWORK - OAK UNIT PRTF</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6220-A THERMAL ROAD CHARLOTTE, NC 28211</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, compliant and follow up survey was completed on 4-28-21. The complaint was unsubstantiated (NC00175200). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 1900 Psychiatric Residential Treatment Facility for Children and Adolescents.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 110		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 110	<p>Continued From page 1</p> <p>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on interview and record review three of four staff (Staff #1, #2, and #3) failed to demonstrate knowledge, skills and ability required by the population served. The findings are:</p> <p>Review on 4-27-21 of Child Protection policy revealed: -Policy 2.10 Child Protection Effective 6/1/98; Revised 9/29/00, 6/8/04, 10/21/10, 12/8/11 The agency will ensure clients' right to protection from harm, abuse, neglect and exploitation. the policy is intended to protect children, staff, foster parents, and volunteers. -IV. Reporting 1. Every employee, volunteer and foster parent of Alexander Youth Network is required to report immediately to a member of the management staff any situation which presents any suspicion or question as to the possibility that child abuse, neglect or exploitation may have occurred. 2. Any report of child abuse, neglect, or exploitation--no matter how unlikely it seems--made by a child in care is to be relayed immediately to a member of the management team. 3. An Incident Report form will be completed. In all situations of possible child abuse, neglect, or exploitation the Alexander Youth Network</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>personnel policy "Child Abuse and Neglect" shall be observed, and in no case will the internal investigation delay an appropriate referral to the local Department of Social Services.</p> <p>Review on 4-27-21 of Internal Investigation revealed:                      -"Allegation: On Monday April 19, 2021 it was alleged that a consumer residing in Oak cottage had been treated unfairly by a staff member (Staff #5) which was alleged heard but not witnessed. When asked about incident clients response was as follows: Client's responses varied and did not match.                      Consumer [Client #2]: Consumer stated nothing in regards to actions of 2nd shift staff being aggressive. Consumer express that he is upset with 2nd shift staff for removal of item due to not knowing their whereabouts.                      Consumer [Client #3]: Expressed that 2nd shift staff (Staff #5 and Staff #4) provide unequal treatment towards consumer (not treating him fairly) (DS). Staff (Staff #5) took client from shower and left the door open so that action could be witnessed. Client then back tracked and said he didn't really see but heard something that sounded like a slap, which alleged occurred Wednesday or Thursday unsure of which day.                      Consumer [Client #1]: Reporting nothing in regards to alleged allegation. Only concern express by consumer was the music is too loud at times and that additional activities are desired.                      Consumer [Client #4]: Has no knowledge of alleged incident, was confused about question and shared no additional information.                      Consumer [Client #5]: Has no knowledge of alleged incident, and express no additional concerns.                      Consumer [Client #6]: Has no knowledge of alleged incident. I would like to complete more</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>activities oppose to the things we do now Results on investigation: From video observations, and the accounts of consumers no actions can be located to validate incident, the alleged incident internally was unsubstantiated. However, per internal policy external investigation has to take place because of the allegation. An internal incident report will be completed."</p> <p>Review on 4-21-21 of Staff #1's personnel record revealed: -Hire date 9-30-19. -Trainings include Abuse on 1-4-20.</p> <p>Review on 4-23-21 of Staff #2's personnel record revealed: -Hire date 2-10-20. -Trainings include; abuse 4-17-20 and client right 2-22-20.</p> <p>Review on 4-23-21 of Staff #3's personnel record revealed: -Hire date of 12-9-19. -Trainings include; Abuse 1-18-20, Client Rights 12-13-19.</p> <p>Interview on 4-19-21 with Client #1 revealed: -Staff had not hit or pushed them.</p> <p>Interview on 4-19-21 with Client #2 revealed: -He had no issues with staff hitting clients.</p> <p>Interview on 4-19-21 with Client #3 revealed: -He had seen Staff #5 hit Client #2 on the shoulder and "dragged" him out of the bathroom and made him dress with the door open. -He then stated that he heard Client #2 getting slapped. -He then stated that he heard and saw Client #2 getting slapped.</p>	V 110		

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V 110	<p>Continued From page 4</p> <p>Interview on 4-19-21 with Staff #1 revealed:            -Client #3 had "said something about 2nd shift staff"            -Client #2 said that second shift staff said he was taking too long in the bathroom.            -"He said he heard something hitting on his (Client #2) shoulder or something."            -"He told me that yesterday, I told him I would speak to the supervisor."            -Staff #1 stated that she hadn't spoken to a supervisor yet because she had not had time.            -Both she and the supervisor had arrived at work that morning at 8:00 am.            "I know the weekend staff was going to check for bruises."            -She didn't feel like she needed to write an incident report, just report it to her supervisor.</p> <p>Interview on 4-22-21 with Staff #2 revealed:            -He had heard Client #3 make an allegation of abuse.            -"What I tried to do, I tried to get in contact with the other staff (accused staff) to see if the child got it misunderstood."            -"I was going to talk with the supervisor this weekend (4-24-21). She was out last weekend."            -Staff #2 didn't know who who else to call other than his supervisor.            -The protocol is to go to your supervisor, which he has done before.            -He knows that in previous instances, his supervisor would then report it to her supervisor.            -"Both [Client #3] and [Client #5] told us the exact same story. They said that [Client #2] was in the shower. Staff went in and they heard the pop and dragged him out of the bathroom. "            -"We were alarmed, it doesn't seem right."</p> <p>Interview on 4-20-21 with Staff #3 revealed:</p>	V 110		

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V 110	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-He has worked at the facility approximately 1 1/2 years, he is full time on the weekends and also works shifts during the week.</li> <li>-Client #3 had said that 2nd shift staff had went into the bathroom and hit a client on the shoulder.</li> <li>-"We don't take the kids word for it. I tell them to tell people, the higher authorities."</li> <li>-Client #3 reported this to them on 4-18-21.</li> <li>-"I told him to tell [Supervisor] Monday."</li> <li>-"Our Supervisor was off campus for the weekend."</li> <li>-"I told [Staff #1]. Don't have a supervisor on call.."</li> <li>-When he has heard allegations in the past he has let his supervisor know, but this allegation he did not let a supervisor know.</li> <li>-"I was hoping [Client #3] would talk to [Supervisor]. I couldn't tell anyone that night."</li> <li>-"Me personally, I don't go as high as [Executive Director] I would rather go up the chain of command."</li> <li>-"I feel like I followed protocol because I told the kid to tell the supervisor and I told another staff member."</li> </ul> <p>Interview on 4-19-21 with Staff #4 revealed:</p> <ul style="list-style-type: none"> <li>-When asked about the protocol for reporting abuse, she responded that she would first tell her supervisor and do an incident report.</li> <li>-She would call her supervisor "immediately."</li> <li>-There was always someone on call to report to.</li> </ul> <p>Interview on 2-26-21 with the Vice President of Program Operations revealed:</p> <ul style="list-style-type: none"> <li>-Staff had been trained in the protocol of reporting abuse.</li> <li>-The incident had been investigated as soon as they were aware of it.</li> </ul>	V 110		

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V 110	Continued From page 6  -The staff involved had been counseled on the proper protocol.	V 110		