

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-982	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/19/2021
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NAME OF PROVIDER OR SUPPLIER CASCADE SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 7108 WALLACE ROAD, APT 7000-A CHARLOTTE, NC 28212
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 11-19-21. The complaints were unsubstantiated (Intake #NC00182146 and Intake #NC00182937). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and Their Children.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to conduct fire and disaster drills on a quarterly basis repeated for each shift for each building. The findings are:</p> <p>Review on 11-15-21 of the facility's Fire and Disaster Drills revealed:</p>	V 114		

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

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V 114	<p>Continued From page 1</p> <p>-the facility operated on 3 shifts: 1st shift hours: 7am-3pm, 2nd shift hours: 3pm-11pm, 3rd shift hours: 11pm-7am;</p> <p>-no 1st shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7032 for 4th quarter (October-December) 2020;</p> <p>-no 3rd shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7100, 7032, 7104, and 7036 for 4th quarter (October-December) 2020;</p> <p>-no 1st shift Fire or Disaster Drills were completed for buildings 7100, 7104, and 7036 for 1st quarter (January-March) 2021;</p> <p>-no 2nd shift Fire or Disaster Drills were completed for buildings 7100, 7104, and 7036 for 1st quarter (January-March) 2021;</p> <p>-no 3rd shift Fire or Disaster Drills were completed for buildings 7100, 7104, 7036 for 1st quarter (January-March) 2021;</p> <p>-no 1st shift Fire or Disaster Drills were completed for buildings 7000, 7100, 7032, 7036, and 7104 for 2nd quarter (April-June) 2021;</p> <p>-no 2nd shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7032, and 7036 for 2nd quarter (April-June) 2021;</p> <p>-no 3rd shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7032, 7036, 7100, and 7104 for 2nd quarter (April-June) 2021;</p> <p>-no 1st shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7032, 7036, and 7100 for 3rd quarter (July-September) 2021;</p> <p>-no 2nd shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7032, 7100, and 7104 for 3rd quarter (July-September) 2021;</p> <p>-no 3rd shift Fire or Disaster Drills were completed for buildings 7000, 7016, 7036, 7100, and 7104 for 3rd quarter (July-September) 2021.</p> <p>Interview on 11-16-21 with Client #1 revealed: -had lived in Apartment building 7016 for 4</p>	V 114		

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V 114	<p>Continued From page 2</p> <p>months; -had only had 1 drills since July in her building; -recalled that the fire drill was an afternoon drill.</p> <p>Interview on 11-16-21 with Client #2 revealed: -had lived in Apartment building 7100 for 6 months; -"I believe they (Fire and Disaster Drills) are weekly or maybe monthly;" -"they go by buildings and rotate 1st, 2nd, and 3rd shift; -recalled 6 or more drills within the last 6 months.</p> <p>Interview on 11-16-21 with Client #3 revealed: -had lived in Apartment 7100 building for 2 1/2 months; -had not completed a Fire or Disaster Drill since living at the facility.</p> <p>Interview on 11-16-21 with Staff #1 revealed: -employed for 1 1/2 year as a Transportation Coordinator; -did not work in the apartments; -had never heard any client mention Fire or Disaster Drills.</p> <p>Interview on 11-18-21 with Staff #2 revealed: -employed for 15 years as a Substance Abuse Technician; -worked full time on 2nd shift at the facility; -was not sure how often drills were completed; -believed drills to be conducted on a monthly basis, rotating buildings.</p> <p>Interview on 11-16-21 with Staff #3 revealed: -employed for 23 years; -worked full time as a Supervising Substance Abuse Counselor; -supervised staff at the facility; -had a scheduled drill by buildings once monthly,</p>	V 114		

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V 114	<p>Continued From page 3</p> <p>rotating shifts; -Staff #5 was responsible for the completion of the monthly Fire and Disaster Drills; -did not know why the drills were not being conducted for all building each month; -could not locate missing Fire and Disaster Drills for the year.</p> <p>Interview on 11-18-21 with Staff #5 revealed: -employed for over 20 years; -worked full time as a Shift Supervisor on 2nd shift; -was responsible for conducting the Fire and Disaster Drills; -conducted drills on a monthly basis; -completed drills for 1 to 2 buildings a month; -couldn't run the drills together due to COVID; -there were 6 buildings in total at the apartment complex; -would run a couple buildings at the same time each month but did not complete drills for every building every month; -admitted to not running the Fire and Disaster Drills for every building, every month; -understood that all buildings should have a Fire and Disaster Drill every month, rotating shifts within a quarter.</p> <p>Interview on 11-19-21 with the Assistant Program Director revealed: -there was a Fire and Disaster Drills schedule that stated the month and type of drills to be conducted; -the reason the calendar had been invented was because of previous Division of Health Service Regulation citations; -"we have a process and someone has decided not to follow the process;" -"we will look at the drill schedule to make sure that all of the buildings are being covered each</p>	V 114		

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