

Appendix 1-B: Plan of Correction Form

Plan of Correction Complaint Survey Completion Date: 11/24/2021			
<p>Please complete <u>all</u> requested information and mail completed Plan of Correction form to: Mental Health Licensure and Certification Section NC Division of Health Service Regulation 2718 Mail Service Center Raleigh, NC27699-2718</p>		<p>In lieu of mailing the form, you may e-mail the completed electronic form to:</p>	
Provider Name:	Canyon Hills Treatment Facility	Phone:	(910) 878-1502
Provider Contact Person for follow-up:	Micheaux Hollingsworth	Fax:	(910) 878-1503
		Email:	chtf2601@yahoo.com
Address:	769 Aberdeen Road Raeford, NC 28376		
Finding	Corrective Action Steps	Responsible Party	Time Line
<p>V.364.G.S. 122C-62 Additional Rights in 24-hour Facilities</p> <p>Based on record review and interviews, the facility failed to ensure that clients can make and receive confidential telephone calls affecting 3 of 3 clients (Clients # 1, # 2 and # 3).</p>	<p>Canyon Hills Treatment Facility will ensure that all individuals have the ability to make and receive telephone calls, as specified on their individual call log which is generated by their legal guardian.</p> <p>Canyon Hills Treatment Facility will ensure that all long-distance calls shall be paid for by the client and/or their legal guardian at the time of making the call or made collect to the receiving party.</p> <p>Canyon Hills Treatment Facility staff will monitor calls as specified in the Person-Centered Plan to ensure that calls are made to persons identified on their approved call log, as specified by the legal guardian.</p> <p>Canyon Hills Treatment Facility staff will dial the phone and hand the phone to the recipient, to ensure that the call made is to someone on their approved list.</p> <p>Canyon Hills Treatment Facility staff will place the call on speaker and step outside the door, to allow for private conversation but at anytime the person on the other end hangs up staff will step in and retrieve the phone in order to prevent the individual from making another call.</p>	<p>Owner / Management Team – will develop and implement policies and procedures</p> <p>QA Director / Clinical Director– will monitor and ensure compliance</p> <p>Staff – will conduct adhere to emergency standard practices</p>	<p>Implementation Date: 12/20/2021 - ongoing</p> <p>Projected Completion Date: 01/21/2022</p>