

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl018-050	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 02/25/2025
NAME OF PROVIDER OR SUPPLIER VOCA-8TH AVENUE		STREET ADDRESS, CITY, STATE, ZIP CODE 212 8TH AVENUE N W HICKORY, NC 28601		
(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 An annual and follow up survey was completed on February 25, 2025. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC .5600C Supervised Living for Adults with Developmental Disability. This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 108	27G .0202 (F-I) Personnel Requirements 10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. (h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.	V 108		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Melissa Smith

TITLE

Program Manager

(X6) DATE

03/04/25

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl018-050	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 02/25/2025
NAME OF PROVIDER OR SUPPLIER VOCA-8TH AVENUE			STREET ADDRESS, CITY, STATE, ZIP CODE 212 8TH AVENUE N W HICKORY, NC 28601		
(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 108	<p>Continued From page 1</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 2 of 3 audited staff (Home Manager (HM) and Staff #1) had current first aid/cardiopulmonary resuscitation (CPR) training. The findings are:</p> <p>Review on 2/25/25 of the HM's personnel file revealed: -Hire date: 8/2/23. -No valid documentation of first aid/CPR training.</p> <p>Review on 2/25/25 of Staff #1's personnel file revealed: -Hire date: 10/1/24. -No valid documentation of first aid/CPR training</p> <p>Interviews on 2/24/25 and 2/25/25 with the Qualified Professional revealed: -Responsible for notifying facility staff when their first aid/CPR training was due for completion. -Not responsible for keeping track of first aid/CPR training certificates. -"[Human Resources (HR)] has access to the training certificates."</p> <p>Interview on 2/25/25 with the Program Manager revealed: -HR was responsible for keeping track of first</p>	V 108			

If continuation sheet 3 of 4

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhl018-050	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 02/25/2025
NAME OF PROVIDER OR SUPPLIER VOCA-8TH AVENUE		STREET ADDRESS, CITY, STATE, ZIP CODE 212 8TH AVENUE N W HICKORY, NC 28601		
(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 131	<p>Continued From page 3</p> <p>Review on 2/25/25 of the HM's personnel file revealed: -Hire date: 8/2/23. -HCPR accessed: 8/13/24.</p> <p>Review on 2/25/25 of Staff #1's personnel file revealed: -Hire date: 10/1/24. -HCPR accessed: 2/24/25.</p> <p>Interviews on 2/24/25 and 2/25/25 with the QP revealed: -Not responsible for accessing HCPR for staff prior to hire. -Did not have access to the staff personnel records. -HR was the only one with access to staff personnel records.</p> <p>Interview on 2/25/25 with the Program Manager revealed: -Not responsible for accessing HCPR for staff prior to hire, "...[HR] does that." -Did not have access to staff personnel records. -Going forward, will have HR explain where the HCPR is on the background checks. -Will follow up with HR for a backup plan to be able to access staff personnel records.</p> <p>Interview on 2/25/25 with Human Resources revealed: -Only one who had access to staff personnel records. -"HCPR is done with the background checks...the one (criminal background check) that I sent you wasn't the right one." -Unable to locate the HCPR accessed prior to hire for the QP, the HM and Staff #1.</p>	V 131	<p>HR will in-service PM and QP on accessing Personal file and documentation on background check to show proof of HCPR check. To be completed 03/04/2025 HR is also hiring an assistant to help in the case of HR's absence.</p>	03/04/25