

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL018044</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED  R <b>04/15/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>SPECIAL UNION HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>704 EAST UNION STREET MAIDEN, NC 28650</b>		
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V 000	INITIAL COMMENTS  An annual and follow up survey was completed on April 15, 2025. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G. 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 112  RHA placed a  Plan Of Protection  into effect on 4/10/25  to include:  1st shift is already  1 to 1 from 8am to 3pm;  RHA added a 1 to 1  from 3pm to 12am.  During the hours of  12am to 8am the awake  3 <sup>rd</sup> shift staff will ensure  to be in eyesight of the  member's door.  Weekends will also be  1 to 1 from 8am to 12am.	
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan  10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112		

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Mary E Costner*

TITLE

*Administrator*

(X6) DATE

*5/19/25*

STATE FORM

6899

9TR711

If continuation sheet 1 of 25

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DHSR-MH Licensure Sect

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V 112	Continued From page 2  internet and assumes intentions at face value ...Exceptional Behavioral Support Needs ...Prevention of wandering ...Severe Flight Risk. Has made multiple attempts to run away. Alarms on all doors/window in the home (facility). Currently had 12 hour shifted one-to-one staff. Has had law enforcement involvement ...read body language, listen to language/questions for cues of imminent flight risk. Will make detailed/calculated plans for escaping home. Limited access to cell phones/technology (Has coordinated running away with acquaintances met via internet). Cell phone supervision during use (only in common areas). Will run away from home in order to meet others for intimate relationships. Has attempted to run away using other household members windows. Has been found long distances from the home ..." -Care Management Comprehensive Assessment dated 9/24/24: an appointed legal guardian through a local county Department of Social Services (DSS); " ...requires support due to inability to make safe choices when in the community ...to access help in emergencies ...to avoid being taken advantage of financially ...because of other safety concerns within the home/community that could put member at risk ...requires 24 hour supervision to ensure safety ...alarms on doors and windows at group home to try and prevent elopement ..." -Individual Support Plan (ISP): "Plan Meeting Date: 10/28/2024 ...Implementation Date: 2/1/25." No treatment goals or strategies to address elopements.  Review on 4/7/25, 4/10/25 and 4/14/25 of North Carolina (NC) Incident Response Improvement System (IRIS) revealed: -Client #3 eloped from the facility on 6/21/24 at 7:56 pm and was located by law enforcement on	V 112	Employees who are  working 1 to 1 with  member will be trained  regarding this POC  and sign off on an  In-Service Training Form.    On Monday April 14, 2025  a meeting was held with RHA,  Partners and Cabarrus DSS.  team discussed safety  measures in place and  an update to the ISP.  Clinical Team will complete  unannounced drop-ins;  once on either 4/11/25  or 4/12/25 and beginning  4/13/25 2 times a week.	

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V 112	<p>Continued From page 4</p> <p>-Incident report related to Client #3's elopement on 10/26/24 included:</p> <p>-A narrative dated 10/26/24 at 9:11 pm and entered by the responding local police officer " ...[Staff #3] stated that [Client #3] was last seen around 19:40 hours (7:40 pm) when she took the trash outside and then made her way back into her bedroom. When they (staff) went to check on [Client #3] they realized that her door was locked and she was not responding to them ...they (staff) called [Client #3] by phone ...and [Client #3] stated that she wanted to be left alone in her room. At that point the staff at the group home believed that [Client #3] ran away from the residence (facility). Nobody inside the residence saw [Client #3] walk out the door ..."</p> <p>-A narrative dated 10/27/24 at 1:39 am and entered by the local police sergeant, "On October 26, 2024, at 19:57 hours (7:57 pm) ...I was informed that [Client #3] had runaway again. I was familiar with [Client #3] from a previous call of her running away ...staff at the residence ...advised that her (Client #3's) door was shut ...and they got no response to them knocking and trying to get into the door. The group home manager (Qualified Professional (QP)) was on the phone and ...wanted us (local police department) to kick the door in ...[police officer] was able to get the door open where we confirmed that [Client #3] was not in the room ... [police investigator] was able to make contact with one of the numbers that had contact with [Client #3's] phone. [Unknown male] answered the phone and stated ...that [Client #3] was with him in [city approximately 55 miles from the facility] ...[unknown male] gave the phone to [Client #3] ...[Client #3] refused to give her location and stated that she didn't know it ..."</p> <p>-A narrative dated 10/27/24 at 9:15 pm and entered by the responding local police officer,</p>	V 112			

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V 112	<p>Continued From page 6</p> <p>Interview on 4/8/25 with the local police lieutenant revealed:</p> <ul style="list-style-type: none"> <li>-Client #3 eloped from the facility numerous times, " ...each time, things progress with her ...This (3/29/25 elopement) is the longest she's been missing ..."</li> <li>-On 3/29/25, Client #3 was picked up at the facility by "a guy she knew with a blue car." Police officers could not locate the car, and the male had not been identified.</li> <li>-Client #3 had a history of getting picked up and going from person to person to get where she needed to go.</li> <li>-The local police department issued a press release on 4/7/25.</li> <li>-"[QP] reported someone saw the news release and reached out to her and informed her that [Client #3] was with [unknown male] in [city approximately 97 miles from the facility] ..."</li> <li>-Client #3 was located by sheriff deputies at approximately 9:00 pm on 4/7/25 and Client #3 claimed she had only been at that location since 4/4/25, but she went missing on 3/29/25.</li> <li>-Client #3 was able to elope from the facility with a cross-body purse, a backpack and a storage cube full of clothing.</li> </ul> <p>Review on 4/9/25 at 3:15 pm of facility video footage dated 3/29/25 and interview with the QP revealed:</p> <ul style="list-style-type: none"> <li>-At 7:38:56 pm, Client #3 could be seen standing beside a white vehicle which was parked in the driveway of the facility. At 7:38:59 pm Client #3 opened the rear passenger door of the white vehicle. At 7:38:59 pm-7:39:40 pm Client #3 gathered items from the rear seat area of the white vehicle. Meanwhile, at 7:39:18 pm a blue vehicle appeared on the road at the bottom of the facility driveway. Client #3 gestured towards the blue vehicle with her left hand, as if beckoning</li> </ul>	V 112			



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V 112	<p>Continued From page 8</p> <p>staff didn't start yelling, get on her phone, or try to get a license plate ..."</p> <p>-During the 10/26/24 elopement, Client #3 had sexual relations and "this time (3/29/25 elopement) there are real good odds that's what she was doing for several days. She won't admit it if anyone else did anything to her."</p> <p>-Client #3 "always manages to leave and it's never their (licensee's) fault. It's either shift change, or they can't find a 1:1 worker, or nobody wants to work with her. This time (3/29/25 elopement) there was supposedly a staff person, and they didn't know what to do. Why didn't they call 911 right then and report what happened? There's a blue car and it's a small town and that blue car would have stood out and maybe been found sooner. This is the 3rd or 4th time she has eloped since being there (facility). 1:1 has really depended on their staffing ..."</p> <p>-Staff were supposed to monitor Client #3 while using the phone, " ...they do have permission to check her phone and see who she is calling ..."</p> <p>-"We only got the last little bit of footage from the police department, and she (Client #3) was out in the driveway for a good couple of minutes ...waiting outside longer than what the footage shows. They did not have footage of [Client #3] entering the driveway. She is at the white car and has the door opened, and she is pulling a bunch of stuff out, like a backpack and another bag on her shoulder, and items in her hand like some kind of laundry basket and the video lasted 30 seconds and the driveway is fairly long. She had to get down the driveway and put the basket in the car and then get the backpack and other bag off her before getting in the car ..."</p> <p>Interview on 4/8/25 with the Local Management Entity (LME)/Managed Care Organization (MCO) Care Manager for Client #3 revealed:</p>	V 112			

Division of Health Service Regulation

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V 112	Continued From page 10  #3's boyfriend) when I was gone (elopement 3/29/25-4/7/25). Nobody did it to me. I did it trying to close a door and shut my arm in it ...I went to the ER (emergency room) today ...they took blood to make sure I don't have yuckies ...I got the splint at the ER. It's (right forearm) not broken, just swollen, but it hurts to move." -"When I was gone (elopement 3/29/25-4/7/25), I went to my brother's house ...My brother lives in [west coast state], but he was in [neighboring state]. I was there for a couple of days. I have a lot of siblings. He's my half-brother. We talked on the phone. He paid for a ride to pick me up. I don't know who he was that picked me up. My brother's car is broken. The person in the car brought me to the edge of [neighboring state], not too far. I stayed there 3 to 4 days, then went to a friend's house. The same person who picked me up brought me to my friend's. I told on myself where I was ...I used my friend's phone ...I didn't have my phone ...My phone was off because I didn't have a charger, so I turned it off and kept it off. Nothing bad happened, nobody hurt me. My boyfriend and I threw ice cubes at each other. We slept in the living room (at the residence belonging to the brother of Client #3's boyfriend) together ...His (Client #3's boyfriend) brother is married with 3 kids ...we stayed there. We talk all the time, and he (Client #3's boyfriend) tells everybody I'm his girlfriend. I walked out the front door (of the facility), [Staff #4] was working ...She was aggravating me, and she wouldn't leave me alone. I don't want to talk about it, it makes me upset ...I don't like people calling me a runner. That's like poking a bear ...I put my clothes in a box, and a backpack, and got my purse and walked out the door. I don't remember where [Staff #4] was and she didn't see me. I don't remember if anyone else was working ...The number of staff depends what time of day it is. I	V 112		

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STREET ADDRESS, CITY, STATE, ZIP CODE

**SPECIAL UNION HOME**

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MAIDEN, NC 28650**

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V 112	<p>Continued From page 12</p> <p>(staff) couldn't see who she was talking to or what she was texting. We just tried the best we could."</p> <p>-Cameras at the facility could only be accessed by the QP.</p> <p>-"The cameras don't necessarily prevent elopements, but it helps us to see what direction she (Client #3) went to, and this last time (3/29/25) we were able to see what car she got into."</p> <p>-"The white car belongs to RHA and is used for [Client #3] and her outings, so during the day her and her 1:1 use the car to go into the community. I don't know that she (Client #3) keeps personal belongings in it all the time, I do know when I worked she always brought her items into the house (facility) with her."</p> <p>-This time when [Client #3] ran ( 3/29/25-4/7/25 elopement), she said she hurt her arm at her friend's house when it (Client #3's arm) got slammed in a door ..."</p> <p>-"Client #3 is young and has needs, and wants to hang out with friends, so I understand her wants, but I wish there was a way for her to hang out with friends without having to elope because it is dangerous for her. My fear is that she will meet somebody on the internet, and somebody will end up hurting her, and if they are coming to the house (facility) to pick her up, it places a risk to the other clients there and the other staff."</p> <p>Interview on 4/15/25 with Staff #2 revealed:</p> <p>-" ...There are 2 staff at Special Union (facility) now from 8am-12am at night ...since this new plan, there has been someone on shift with me until 12 am ...From 12am-6:30 am ...we are to remain close to her (Client #3's) room and we make sure she is in her bed. She is not allowed outside without somebody being with her now, it was pretty much like that before, but she would do things like go to the trash can to do a chore</p>	V 112		

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V 112	<p>Continued From page 14</p> <p>"I have been working when [Client #3] eloped, I have been there 3 times when that happened. I was working when she left this last time (3/29/25), but I wasn't at the group home. I was watching the other 2 clients and took them with me to pick up some medications because they were my responsibility ...[Staff #4] called and said she (Client #3) had ran and was in a blue sedan, so I was looking for it on my way back. I didn't see it because it was kind of getting dark ...I didn't know which way they went. [Staff #4] had already called the police, and when I got back to the group home the police were already there. It's our protocol to call 911 first so they can go ahead and be on the lookout."</p> <p>"Staffing has changed since the last elopement (3/29/25-4/7/25). [Client #3] was only getting an extra staff on Tuesdays, Wednesdays, Thursdays, and Saturdays, but now she gets the staff every day from 8am- until 12 am at night ...There is only 1 staff after midnight, but I haven't worked that shift, but staff said our rules are to stay near her door to try to keep eyes on her, or hear her."</p> <p>"We (staff) can't see what the camera picks up outside, so we just make sure the doors are locked, and the alarms are set even if there's 2 staff, ever since our in-service (training to ensure alarms/locks functioned and Client #3 is within staff's line of sight) a few days ago. Since a vehicle pulled up it may have helped if we could have monitored the cameras because we could have noticed a car. If a car stops at the end of the driveway, we would be alerted and at least be able to pass it along to the next shift to be on alert for it. It would benefit if we were able to see, but [Client #3] is high functioning, and if she wants to leave, she is going to find a way to go, and we try our best. Everything we got in place now is way better than it was, because before we</p>	V 112			

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V 112	Continued From page 16  her and by the time I punched out her medicine and came out to get her she was already at the bottom of the driveway and getting into a car. I never had her elope on me before so I didn't recognize the warning signs that she might run that day. Prior to her stepping outside, the phone kept ringing, it was the house (facility) phone and it was a private number and when I got on the line the person wasn't speaking or responding to me and I would say hello and they would just hang up and I wondered if that was when she was calling her ride. At the time I didn't think anything of it at all ...but in hindsight I see that maybe she was using the phone for a ride. When she gets the use of her cell phone, ...we have to be in the same room she is in, but we are not right over the top of her. We just make sure she isn't having inappropriate language and kind of monitor to a degree what she is saying. We are not really allowed to touch her phone ...In theory she has the capability to make arrangements to leave because we are not allowed to touch her phone, and that creates an issue, but I don't make the rules I just have to follow them. We aren't allowed to have monitoring on her phone without permission from her guardian and client rights committee. When [Client #3] goes outside, staff are usually with her, but we were getting to the point of trusting her and I just went to get 2 pills, and it didn't seem like it would take more than 5 minutes and that was an error on my part ...this time she came back with a bruise on her arm, and when I saw her she had a wrist brace on, and this past time she requested to be tested for STDs (sexually transmitted diseases) and pregnancy but those all came back negative. She said the bruise was from her arm getting stuck in a door, but she wouldn't elaborate on that when I asked."  - "The camera feed goes to [QP] ...she can only	V 112			



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V 112	<p>Continued From page 18</p> <p>bathroom. The computer is in an open area, and she (Client #3) can see us, and she took that as an opportune moment, and I didn't see or hear her walk by or nothing. There were no alarms that went off and that is why we didn't notice it until after the fact, but I believe she knows how to turn them off."</p> <p>-No changes were made "for that event, but they have made changes since the most recent time she ran (3/29/25)."</p> <p>-"There has always been basically 2 staff there (facility) unless a staff called in which was rare, but it has been expanded to have 2 staff from 6am-midnight and one of those staff to have eyes on [Client #3]."</p> <p>Interview on 4/15/25 with the Direct Support Supervisor revealed:</p> <p>-Prior to Client #3's last elopement on 3/29/25, "there was sometimes just 1 staff at the home (facility), but now we have 2 staff for the shifts she (Client #3) is awake and when she is asleep overnight the person working is close to her room."</p> <p>-"We are getting new alarms, we changed the doorknob of her (Client #3's) bedroom to not have a lock on it, staff keep eyes on her now, and we now have 2 staff covering from 8am-12am."</p> <p>-Client #3's "cell phone is allowed to be used, but she has to be in the common area ...so staff are close by enough to hear who she is talking to. She has the capability to use websites and text on the phone, but we don't monitor that."</p> <p>-"[Client #3] is supposed to have staff with her when she goes outside."</p> <p>-Currently, direct support staff could not monitor the cameras, "but we are going to ask if that can be changed. [QP] is the only one who has access right now. Cameras benefit after the fact to review what happened, but it's not preventative."</p>	V 112		

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NAME OF PROVIDER OR SUPPLIER  <b>SPECIAL UNION HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>704 EAST UNION STREET</b> <b>MAIDEN, NC 28650</b>			
(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 112	<p>Continued From page 20</p> <p>and places it back in the box when through with it. She uses it in the common areas and staff are with her ...[Client #3] can access websites and texting and staff have redirected her with inappropriate conversations of giving out the address, but it's hard to supervise the social media and text messages because she has her rights to privacy ...I requested the guardian look at the freedom of phone usage, but they haven't limited her rights to using it except for the time of day. I have asked for a phone list to be given of who she can call, and they have not agreed to implement it either."</p> <p>-Prior to 3/29/25, "[Client #3] had a 1:1 Monday-Friday from 8am to 3pm for day activities; 3pm-8pm Tuesdays, Wednesdays, Thursdays and then 1:1 from 8am-8pm on Saturdays. We had our treatment team meeting in June 2024, where [Client #3] was complaining of too much supervision, so the guardian, and RHA had an agreement to loosen that a little bit, and the new treatment plan started in October 2024. There were no other meetings until this last episode of elopement (3/29/25-4/7/25) and now we are staffing every day ..."</p> <p>-The white vehicle parked in the driveway of the facility was owned by RHA "and used mainly for Client #3's outings. It is supposed to be locked at all times. [Client #3] is allowed to keep personal items in the vehicle because she carries books, crafts, crates for arts, which usually stayed in the car. I believe she took weeks and little by little placed items in the car strategically. I went through footage, and she wasn't seen placing any clothing in the car. She does carry bags with her, especially to the day program."</p> <p>Interview on 4/15/25 with the Administrator revealed:</p> <p>-QPs create short term goals for clients'</p>	V 112			

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL018044</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>04/15/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>SPECIAL UNION HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>704 EAST UNION STREET</b> <b>MAIDEN, NC 28650</b>		
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V 112	<p>Continued From page 22</p> <p>meeting and that each were updated with the most current information.</p> <p>Review on 4/10/25 of a Plan of Protection (POP) signed and dated by the Administrator on 4/10/25 revealed:</p> <p>-What immediate action will the facility take to ensure the safety of the consumers in your care?</p> <p>"Special Union will add a 1 to 1 staff to be with member (Client #3) from hours of 3pm to 12am 7 days a week.</p> <p>The 1 to 1 staff person will ensure member is in eyesight entire time to include standing outside bathroom door and sitting outside bedroom door when member is in either room.</p> <p>Window alarms in member's room will be checked in the evening and initialed off on form. All RHA vehicles will be locked when not in use. If at any time the member elopes on foot or by vehicle, staff person will immediately call 911. Employees who are working 1 to 1 with member will be trained regarding the above and sign off an In-Service Training form.</p> <p>Member is at Day Activity/Community between the hours of 8:30 until arriving home late afternoon and receive Individual Day Services." Describe your plans to make sure the above happens.</p> <p>"Administrator will contact [local county DSS] and [LME/MCO] again regarding a team meeting and ensuring [LME/MCO] updates member's ISP to add clear strategies going forward and a concrete plan. Administrator and QP requested meeting prior to member's return and upon member returning 4/8/25."</p> <p>Review on 4/10/25 of an addendum to the POP signed and dated by the Administrator on 4/10/25 revealed:</p> <p>-What immediate action will the facility take to</p>	V 112		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL018044</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>04/15/2025</b>
NAME OF PROVIDER OR SUPPLIER  <b>SPECIAL UNION HOME</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>704 EAST UNION STREET</b> <b>MAIDEN, NC 28650</b>		
(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 112	<p>Continued From page 24</p> <p>4/10/25 revealed: -"What immediate action will the facility take to ensure the safety of the consumers in your care? Weekends is 12 hours shift 8am to 8pm and 8pm to 9am. The 1 to 1 will be from 8am to 12am. The 1 to 1 staff person will ensure member is in eyesight entire time to include standing outside bathroom door and sitting outside bedroom door when member is in either room. Describe your plans to make sure the above happens. Addendum to Plan of Protection: During the hours of 12am to 8am the awake 3rd shift staff will ensure to be in eyesight of the members bedroom door."</p> <p>Client #3 had diagnoses of Autism Spectrum Disorder, Unspecified Trauma and Stressor Related Disorder, Conduct Disorder, Childhood Onset Type with Limited Prosocial Emotions, Attention Deficit Hyperactivity Disorder, and Specific Learning Disorder with Impairment in Mathematics. Client #3 had a documented history of elopement and attempts to meet with individuals she engaged with online. Client #3 was considered a severe flight risk and required ongoing supervision and targeted interventions to reduce her elopement behaviors. Client #3 eloped from the facility on 6/21/24-6/27/24, 10/26/24-10/27/24, 1/24/25, and 3/29/25-4/7/25. In each instance, Client #3 was located and returned to the facility by law enforcement. During the elopement on 3/29/25-4/7/25, Client #3 sustained an injury to right forearm. Client #3's treatment plan did not include any specific goals, interventions, or strategies to address the recurring elopement behavior. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected in 23 days.</p>	V 112		

Division of Health Service Regulation  
Mental Health Licensure and Certification Section  
(Top portion completed by DHSR staff)

Facility Name: Special Union Home MHL Number: 018-044

Rule Violation/Tag #/Citation Level: (Administrative Action and Crosses)

**10A NCAC 27G .0205 Assessment and Treatment Habilitation or Service Plan/V112/Type A1**  
**Rule Violation for Serious Neglect**

**Plan of Protection – Completed by Facility Staff**  
(Attach additional pages if needed)

What immediate action will the facility take to ensure the safety of the consumers in your care?

Special Union will add 1 to 1 staff beginning today 4/10/25 to be with member from 3pm to 12am 7 days a week.

Member's trends of eloping are around shift change between 7:30pm and 8pm. Member has never eloped during sleep hours.

Member attends Day Activity Center Monday thru Friday from 8:30am to 2:30pm, arriving home by 3pm. The first shift schedule is 8am to 3pm.

Weekends is 12 hours shift 8am to 8pm and 8pm to 8am. The 1 to 1 will be from 8am to 12am.

ADT alarm system, door chimes and window alarms will be checked daily and initiated on form to ensure all are in good working condition.

All RHA vehicles will be locked when not in use.

The 1 to 1 staff person will ensure member is in eyesight entire time to include standing outside bathroom door and sitting outside bedroom door when member is in either room.

Employees who are working 1 to 1 with member will be trained regarding the above and sign off on an In-Service Training form.

Administrator contacted DSS Cabarrus County and Partners MCO Care Manager, and a meeting is scheduled for Monday April 14, 2025 at 10am face to face at RHA Health Services to discuss ISP clear strategies, updates and a concrete plan to move forward. Administrator and QP requested a meeting prior to member's return and upon returning on 4/7/25.

**CITATION LEVEL:** Number of days from survey exit for citation correction

**Type A** = 23 days      **Type B** = 45 days

**Uncorrected Type A or Type B Imposed** = provider should provide written notification of intended correction date



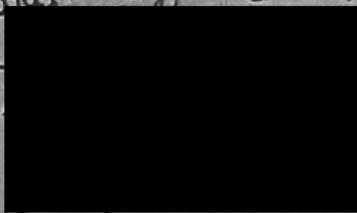
Month: May

Windows/Doors (front, back and side) alarms, ADT system house alarmed and vehicles locked

	Monday	Tuesday	Wed	Thurs	Friday	Saturday	Sunday
1				JO			
2				JO	ADBP/	JO	
3				JO	JO	JO LS	
4			PH	JO	JO	JO	LS
5	ADBP			JO	JO	JO	
6		ADBP	JO/PA	JO	JO	JO	
7			PHI RPA	JO LS	JO	JO	
8			RP	JO, JO, RP	LS	JO	
9							
10							
11							
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27							
28							
29							
30							
31							

\* Staff Initial  
name Daily

Staff Names (print)



date: April 2025

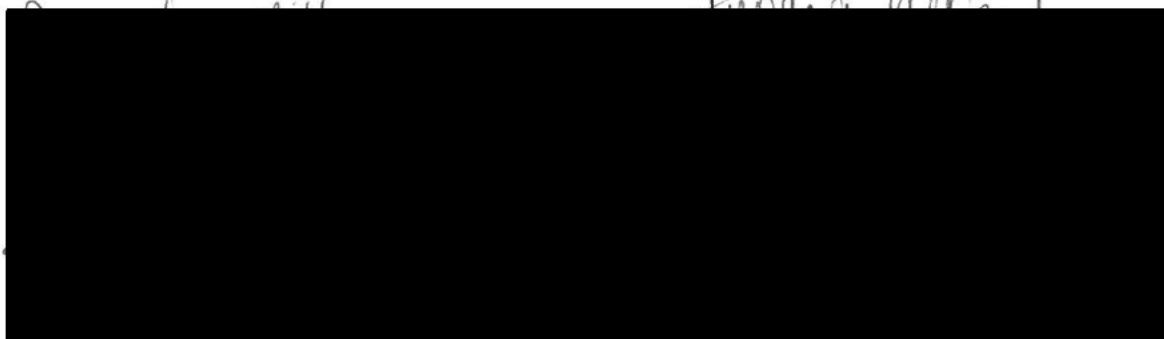
Special Union

Windows/Doors (front, back and side) alarms, ADT system house alarmed and vehicles locked

\* Staff Initial  
name Daily

	Monday	Tuesday	Wed	Thurs	Friday	Saturday	Sunday
1							
2							
3							
4							
5							
6							
7							
8							
9	JO	JO	JO	JO	JO	JO	
10	JO	JO	JO	JO	JO	JO	
11	JO	JO	JO	mm	RP	RP	RP
12	JO	JO	JO	JO	RP	RP	RP
13	JO	JO	JO	JO	RP	RP	RP
14	JO	JO	JO	TV	JO	JO	JO
15	JO	RP	JO	JO	JO	JO	JO
16	JO	JO	JO	JO	JO	JO	JO
17	JO	JO	JO	JO	JO	JO	JO
18	JO	JO	JO	JO	JO	JO	JO
19	JO	JO	JO	JO	JO	TP	JO
20	JO	JO	JO	JO	JO	JO	BR
21	RP/IRP	JO/IRP	JO	JO	JO	JO	
22	RP/IRP	JO/IRP	JO	JO	JO	JO	
23	RP	JO	JO	JO	JO	JO	
24	JO	JO	JO	JO	JO	JO	
25	JO	JO	JO	JO	JO TRP	JO	
26	JO	JO	JO	JO	JO	JO	
27	JO	JO	JO	JO	JO	RP	
28	JO	JO	JO	JO	JO	JO	
29	JO	JO	JO	JO	JO	JO	
30	JO	JO	JO	JO	JO	JO	
31	JO	JO	JO	JO	JO	JO	

Staff Names (print)



# Critical Team Uniformed Visit

Month: April 12<sup>th</sup> 2025

Special Union

Windows/Doors (front, back and side) alarms, ADT system house alarmed and vehicles locked

	Monday	Tuesday	Wed	Thurs	Friday	Saturday	Sunday
1							
2							
3							
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31							

\* Staff Initial

Check:

- Doors shut
- Chime alarms on (windows, doors)
- Vehicles Locked
- Staff Supervising at all times

- Staff was directly w/ KT
- vehicles locked
- House Armed
- Doors shut

Staff Names (print)

Administrative

- \* RHA Purchased <sup>extra</sup> window chimes + door chimes need to be checked for batteries - these chimes are extra
- \* ADT System armed and working. On top of ADT system



ORHA  
HEALTH SERVICES, LLC

SUPERVISORY PLAN  
SUPERVISORY UNANNOUNCED VISITS LOG - DAY SERVICES  
AND RESIDENTIAL SERVICES

Site Visited:  
Staff Making Visit:

Special Union  
[Redacted]

Check One: Residential ☒ Day Services ☐

DO NOT USE A CHECKMARK OR ABBREVIATION AS A RESPONSE TO ANY ITEM BELOW.

Residential Services

Visit	1st	2nd	3rd	Weekday	Weekend	Holiday	Client	Staff	Supervisor	Notes	Rating
4/12/25	12pm-1240pm						Good	NA	NA	Good	Good

Day Services Check One: ☐ CP/ Wraparound Day Services ☐ Homebound Day Services ☐ Supported Employment

Visit	1st	2nd	3rd	Weekday	Weekend	Holiday	Client	Staff	Supervisor	Notes	Rating







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**Re: Drop In SU**

---

From A [REDACTED]

Date Mon 4/14/2025 9:47 AM

To [REDACTED]

I completed Drop in on Sunday about 4:45pm, and Left about 5:15p.

The car door was unlocked but the van door was locked. QP requested staff to lock the doors to the car.

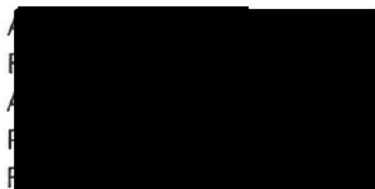
KT was eating early dinner, staff was supervising. [REDACTED] went to her room and the staff followed and sat at her door.

ADT system alarms on all the doors and windows were working, but it is a slight delay, and you can barely hear it.

QP checked all chime alarms also, the back sliding chime alarm worked but the Front, side door chime alarms were not working. [REDACTED]s glass window (closer to her bed) was lifted up and screen was hanging off. QP fixed it and secured it. Suggesting to get chime alarms to both of her window as well with the ADT chimes that's already on there due to alarm delay.

VB Bathroom window has no screening to it, if glass window opens it leads straight outside, and the chime on VB bathroom window, and bedroom windows are not working.

QP suggest getting new chime alarms for ALL windows and doors of the house, for extra securement. (Front, side door, ALL members bedroom windows and VB bathroom window).

**Ready to Seek Services?**

Submit an IDD Referral Interest Form

<https://rhahealth.org/referral>

# Clinical Team Unannounced Visits

Month: April

Windows/Doors (front, back and side) alarms, ADT system house alarmed and vehicles locked

	Monday	Tuesday	Wed	Thurs	Friday	Saturday	Sunday
1							
2							
3							
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\* Staff Initial

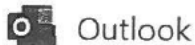


Check:

- Doors shut
- Chime alarms on (windows, doors)
- Vehicles Locked
- Staff Supervising at all times

Staff Names (print)

[Redacted Staff Name]

---

**Re: Drop In SU**

---

From [REDACTED]  
Date Thu 4/17/2025 7:16 AM  
To [REDACTED]

Complete drop in at SU yesterday, stayed 25-30 minutes give or take.

Allison met me at the door. Chimes on windows were checked in each room. Chime in VB's bathroom window you may want to look at... yet operable!

Vehicle was unlocked. I locked doors upon leaving.

[REDACTED] went outside tending to [REDACTED]'s potatoes.

Home was satisfactory.

I conversated with Allison some before leaving.

---

[REDACTED]

Subject: Drop in SU

I completed my drop in at SU, stayed 35 minutes.

Alarm system was on, Amanda had to unarm system for me to enter, chimes on windows. Jordan sitting outside KT's door. KT and her watching tv.

Vehicles locked.

Amanda in kitchen, VB living room and CP bedroom.

CP and KT came out and visited.

Everyone seemed to be having a good day.





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**Drop in at SU**

---

From [REDACTED]

Date Fri 4/25/2025 8:48 AM

To [REDACTED]

Good Morning

I did a drop in at Special Union at 6:45pm last night, I knocked 5 times with no answer, after the 6<sup>th</sup> bang Tempest opened door. Alarms were on, Tempest had [REDACTED] right with her as the other staff member was providing personal care. All windows and doors were checked and locked. Door Chime was working on [REDACTED]. The white car and White van were locked there was another van there a grey van that was RHA's and it was unlocked. Ill fill out an Unannounced visit sheet.

Thanks!



urs







SUPERVISORY PLAN  
SUPERVISORY UNANNOUNCED VISITS LOG - DAY SERVICES  
AND RESIDENTIAL SERVICES

Site Visited: Special Union  
Staff Making Visit: [Redacted]

Check One: Residential ☒ Day Services ☐

DO NOT USE A CHECKMARK OR ABBREVIATION AS A RESPONSE TO ANY ITEM BELOW.

Residential Services

Date	Time of Visit	Shift	Day of the Week (circle one)	Name of Staff on Duty	Cleanliness of Home	MAR Review/ Meds. Checked	SI Data/ Daily Notes Reviewed	Food/ Supplies Appropriate	Clothing Appropriate	General Appearance of Resident
4/24/25	6:45pm	<input type="checkbox"/> 1 <sup>st</sup> <input checked="" type="checkbox"/> 2 <sup>nd</sup> <input type="checkbox"/> 3 <sup>rd</sup>	<input type="checkbox"/> Weekday <input checked="" type="checkbox"/> Weekend Holiday	Tempest Long 25a 25a Anderson	clean					
Alarm on window locked. All Chimes present & working. Staff had KT w/ them at all times.										
When KT was in her room staff had chair and sat facing KT @ doorway.										
All doors locked.										

Day Services Check One: ☐ CP/ Wraparound Day Services ☐ Homebound Day Services ☐ Supported Employment

Date	Staff Making Visit	Time	Name of Staff on Duty	Location	Initials of Person Supported	Activity Participating in	MAR Review/ Meds. Checked	Community Notes Reviewed	General Appearance of Resident

May 9, 2025

Special Union

701 Union Street

Maiden NC 28650

MHL [REDACTED]

Daily checks for chimes and ADT Alarm System have been conducted by employees; as well as 2 unannounced visits a week by clinical employees.

Maintenance Person has been to the home 7 times since 4/12/25 due to chimes on certain windows "not working" when being inspected, batteries changed, new chimes purchased, see attached invoices. Member does know how to turn them off.

ATD Alarm system information attached.

Screen in housemate's bathroom has been repaired twice due to once being pushed up and 2<sup>nd</sup> time could not locate screen. Member is not wanting to use hall bath and is using housemate's bathroom. Staff in home and Clinical staff have tried to redirect member to use the hall bath but member is refusing. Staff will be outside of bathroom while she is using.



Outlook

ADT System  
Information

---

Your ADT Security Proposal

---

From ADT Security Services &lt;adt@e.adt.com&gt;

Date Fri 11/11/2022 3:26 PM

To [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

What you love is one of a kind. Your protection should be too.

1 8283949846



Real Protection

QUOTE PROPOSAL

Dear [REDACTED]

Thank you for choosing ADT. Based on our discussion about your protection needs, we recommend the following services and products. Your new system can be controlled through your smartphone and will enable you to add new features in the future.

I look forward to scheduling your installation, which includes a six-month money-back guarantee. If you have any questions, please feel free to email or call me.

Sincerely,

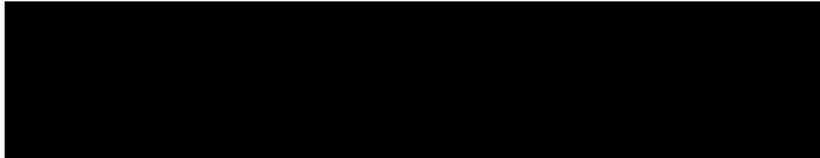
[REDACTED]

**6-month money-back guarantee**

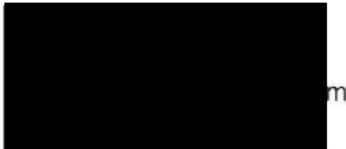
Your satisfaction is our #1 priority. Get all installation and monitoring fees refunded if ADT can't resolve your system or service concerns.\*

\*Certain restrictions may apply. See terms and conditions [here](#).

## Proposal



### Your Security Specialist



### Area Manager



## Your Customized ADT Smart and Secure Plan

Smart Home & Security Solution	Install	Monthly
--------------------------------	---------	---------

### HERE'S YOUR SYSTEM

1	[AIOGENPAN] - Command 7in Touchscreen	\$374.00	\$0.00
1	[CELLGUARD] - LTE Plug-in Radio Module, AT&T or Verizon Carrier version	\$75.00	\$0.00

1	[BUNDLE] - Wireless Sensors Bundle with:	\$150.00	\$0.00
3	[SIXCTA] - Door/Window Contact, 2-way Encrypted Wireless, White		
1	[SIXSMOKEVA] - Smoke Detector, 2-way Encrypted Wireless		

<b>System Plan Subtotal</b>	<b>\$599.00</b>	<b>\$0.00</b>
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**HERE'S YOUR ADDED TECH**

1	[GA02076-US] - Google Nest Doorbell (Ash, US)	\$229.00	\$0.00
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<b>System &amp; Added Tech Subtotal</b>	<b>\$828.00</b>	<b>\$0.00</b>
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**ACTIVATION + PERMIT FEES**

1	[APERMIT] - Municipal Police/Alarm Use Permit - Customer Responsibility	\$0.00	\$0.00
---	---	--------	--------

1	[CON] - Connection-Activation Fee	\$0.00	\$0.00
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<b>Activation + Permit Fees Subtotal</b>	<b>\$0.00</b>	<b>\$0.00</b>
--	---------------	---------------

**REAL PROTECTION SERVICES**

1	[L4 LITE CMD] - Video	\$0.00	\$56.99
1	[S0001] - 24/7 Intrusion Monitoring	\$0.00	included
1	[S0008] - Quality Service Plan	\$0.00	included
1	[S0002] - 24/7 Life Safety Monitoring (requires equipment)	\$0.00	included
1	[S0004] - ADT App with Remote Arm/Disarm	\$0.00	included
1	[S0005] - Voice Control Integration	\$0.00	included
1	[S0007] - Video Surveillance	\$0.00	included
1	[VID] - Video Storage Plan	\$0.00	included
1	[COMM 2WV RESI] - 2 Way Voice	\$0.00	included
<b>Real Protection Services Subtotal</b>		<b>\$0.00</b>	<b>\$56.99</b>

**ADDITIONAL SAVINGS & DISCOUNTS**

1	\$200 Off Installation with Min. Install of \$599	(\$200.00)	(\$0.00)
1	Doorbell Camera Installed Free plus \$100 Visa	(\$229.00)	(\$0.00)
<b>Subtotal after savings &amp; discounts</b>		<b>\$399.00</b>	<b>\$56.99</b>

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<b>Video Surveillance Solution</b>	<b>Install</b>	<b>Monthly</b>
------------------------------------	----------------	----------------

**HERE'S YOUR SYSTEM**

1	[DS-7604NI-E1/4P-2TB] - 4 Channel NVR 2TB	\$950.00	\$0.00
<b>System Plan Subtotal</b>		<b>\$950.00</b>	<b>\$0.00</b>

**HERE'S YOUR ADDED TECH**



4	[DS-2CD2123G0-I 2.8MM] - 2MP IP Vandal Dome, 2.8mm, IR, PoE	\$1800.00	\$0.00
3	[AB110] - Angled Base for Fixed Dome or Bullet Camera	\$105.00	\$0.00
<b>System &amp; Added Tech Subtotal</b>		<b>\$2,855.00</b>	<b>\$0.00</b>

**REAL PROTECTION SERVICES**

1	[R-AddQSP-Included] - QSP	\$0.00	\$28.55
<b>Real Protection Services Subtotal</b>		<b>\$0.00</b>	<b>\$28.55</b>

**ADDITIONAL SAVINGS & DISCOUNTS**

1	Smart Discounts / Equipment & Installation	(\$900.00)	(\$0.00)
<b>Subtotal after savings &amp; discounts</b>		<b>\$1,955.00</b>	<b>\$28.55</b>

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**Total**

<b>Estimated Taxes</b>	<b>\$164.79</b>	<b>\$5.98</b>
<b>Total after savings &amp; discounts</b>	<b>\$2,518.79</b>	<b>\$91.52</b>

**Payment options****Pay all at once****\$2518.79**

1 payment

\*With 36 month monitoring contract. Early termination fees apply. For terms and pricing, click here.

**Monthly Monitoring Fee****\$ 91.52 /mo\*****Let's get your installation scheduled!****1**

\*36 month monitoring contract required. Total Installation charge based on equipment system configuration contained in this Quote Proposal. This is a quote only and is not a binding contract between you and ADT. You will be required to sign a Residential Services Agreement prior to installation. Refer to ADT.com/legal for Residential Terms and Conditions and Contract Information.

To ensure you receive future ADT communications, please add [adt@e.adt.com](mailto:adt@e.adt.com) to your address book.

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Monday, November 21, 2022 12:01 PM

What you love is one of a kind. Your protection should be too. 1 8283949848



### Real Protection

Thank you for choosing ADT. Based on our discussion about your protection needs, we recommend the following services and products. Your new system can be controlled through your smartphone and will enable you to add new features in the future.

I look forward to scheduling your installation, which includes a six-month money-back guarantee. If you have any questions, please feel free to email or call me.



### 6-month money-back guarantee

Your satisfaction is our #1 priority. Get all installation and monitoring fees refunded if ADT can't resolve your system or service concerns.\*

\*Certain restrictions may apply. See terms and conditions [here](#).

System & Added Install Tech Subtotal \$2,855.00

### REAL PROTECTION SERVICES

### ADDITIONAL SAVINGS & DISCOUNTS

1 Smart Discounts / Equipment & Installation (\$900.00)

Subtotal after savings & discounts \$1,955.00

### Total

Estimated Taxes \$164.79

Total after savings & discounts \$2,518.79

### Payment options

Pay all at once

**\$2518.79**

1 payment

\*With 36 month monitoring contract. Early termination fees apply. For terms and pricing, [click here](#).

Let's get your installation scheduled!  
Call or email Charles Rogers.





Chime's

Final Details for Order #114-0066017-4694669

Order Placed: April 14, 2025

Amazon.com order number: 114-0066017-4694669

Order Total: \$25.67

Business order information
Cost center: 1500 - Home Office
Spend Category: Non Capital IT Equipment

Shipped on April 14, 2025	
<b>Items Ordered</b>	<b>Price</b>
1 of: Door Window Alarm, 120DB Window Alarms for Home Security, Door Chime for Store Home	\$23.99
Sold by: Toeson ( <a href="#">seller profile</a> )	
Condition: New	
<b>Shipping Address:</b>	
RHA Health Services LLC/Mary Costner	Item(s) Subtotal: \$23.99
1564 UNION RD STE D	Shipping & Handling: \$0.00
GASTONIA, NC 28054-5302	-----
United States	Total before tax: \$23.99
	Sales Tax: \$1.68
	-----
<b>Shipping Speed:</b>	<b>Total for This Shipment: \$25.67</b>
FREE Prime Delivery	-----

Payment information	
<b>Payment Method:</b>	Item(s) Subtotal: \$23.99
[REDACTED]	Shipping & Handling: \$0.00
	-----
<b>Billing address</b>	Total before tax: \$23.99
[REDACTED]	<b>Estimated Tax: \$1.68</b>
	-----
	<b>Grand Total: \$25.67</b>
	-----
MasterCard ending in 3112: April 14, 2025: \$25.67	

To view the status of your order, return to [Order Summary](#) .

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Final Details for Order # [REDACTED]

Order Placed: June 13, 2024

Amazon.com order number: [REDACTED]

Order Total: \$20.94

chime's

Business order information	
Cost center: 1500 - Home Office	
Spend Category: Covid-19 Additional Supplies	
Shipped on June 15, 2024	
<b>Items Ordered</b> 1 of: GE Personal Security Window and Door Alarm, 4 Pack, DIY Protection, Burglar Alert, Wireless Chime/Alarm, Easy Installation, Home Security, Ideal for Home, Garage, Apartment and More, White, 45174 Sold by: Amazon (seller profile) Business Price Condition: New	<b>Price</b> \$19.57
<b>Shipping Address:</b> RHA Health Services LLC/Mary Costner 1564 UNION RD STE D GASTONIA, NC 28054-5302 United States	Item(s) Subtotal: \$19.57 Shipping & Handling: \$0.00 ----- Total before tax: \$19.57 Sales Tax: \$1.37 ----- <b>Total for This Shipment: \$20.94</b> -----
<b>Shipping Speed:</b> FREE Prime Delivery	

Payment information	
<b>Payment Method:</b> [REDACTED]	Item(s) Subtotal: \$19.57 Shipping & Handling: \$0.00 ----- Total before tax: \$19.57 <b>Estimated Tax: \$1.37</b> ----- <b>Grand Total: \$20.94</b>
<b>Billing address</b> RHA Health Services LLC [REDACTED] 1564 UNION RD STE D GASTONIA, NC 28054-5302 United States	
<b>Credit Card transactions</b>	MasterCard ending in 8948: June 15, 2024: \$20.94

To view the status of your order, return to [Order Summary](#).





Final Details for Order #111-5350311-1479431

Order Placed: April 10, 2024

Amazon.com order number: [REDACTED]

Order Total: \$41.55

Chime's

**Business order information**

**Cost center:** 1500 - Home Office

**Spend Category:** Covid-19 Additional Supplies

**Shipped on April 10, 2024**

**Items Ordered**

1 of: GE Personal Security Window and Door Alarm, 2 Pack, DIY Protection, Burglar Alert, Wireless Chime/Alarm, Easy Installation, Home Security, Ideal for Home, Garage, Apartment and More, White, 45115

Sold by: Amazon ([seller profile](#))

Business Price

Condition: New

**Price**

\$12.95

2 of: Amooca Soft Auto Seat Belt Cover Seatbelt Shoulder Pad Cushions 2 PCS Universal Fit for All Cars and Backpack for a More Comfortable Driving (Light Grey)

Sold by: Amooca ([seller profile](#))

Condition: New

\$7.99

**Shipping Address:**

RHA Health Services  
1564 UNION RD STE D  
GASTONIA, NC 28053  
United States

Item(s) Subtotal: \$28.93

Shipping & Handling: \$0.00

Buy more, save 14%: -\$2.24

Total before tax: \$26.69

Sales Tax: \$2.03

**Total for This Shipment: \$28.72**

**Shipping Speed:**

FREE Prime Delivery

**Shipped on April 11, 2024**

**Items Ordered**

1 of: Bleuhome 6 Pack of 8 inch Plant Saucer, Heavy Duty Plastic Plant Water Tray, Pebble Tray, Flower Saucers for Indoors, Pot Saucers, Bird Bath Bowls, Plant Dishes for Planter 7"/8" (8", Black)

Sold by: ME-Garden ([seller profile](#))

Condition: New

**Price**

\$11.99

**Shipping Address:**

RHA Health Services  
1564 UNION RD STE D  
GASTONIA, NC 28054-5302  
United States

Item(s) Subtotal: \$11.99

Shipping & Handling: \$0.00

Total before tax: \$11.99

Sales Tax: \$0.84

**Shipping Speed:**

FREE Prime Delivery

Total for This Shipment: \$12.83

Payment information

Payment Method:

[REDACTED]

Billing address

RHA Health Services LLC/Mary Costner  
1564 UNION RD STE D  
GASTONIA, NC 28054-5302  
United States

Item(s) Subtotal: \$40.92

Shipping & Handling: \$0.00

Promotion applied: -\$2.24

Total before tax: \$38.68

Estimated Tax: \$2.87

Grand Total: \$41.55

Credit Card transactions

MasterCard ending [REDACTED] ril 11, 2024: \$41.55

To view the status of your order, return to [Order Summary](#).

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May 9, 2025

[REDACTED]  
Nurse Consultant I

Mental Health Licensure & Certification Section

[REDACTED]  
Mountains Team Leader

Mental Health Licensure & Certification Section

RE: Laurel Lane MHL-018-044

[REDACTED]

Please find the attached plan of correction for the Type A-1 deficiency cited in your recent annual survey on April 15, 2025, of Special Union, 704 Union Street Maiden, NC 28650. We received the results of the survey on May 2, 2025. We thank you for your continued dedication to quality services. Please contact me if you have any further questions about the plan of correction.

Regards,

[REDACTED]  
[REDACTED]  
Administrator

RHA Health Services, LLC

1564-D Union Road

Gastonia NC 28054

*In every face, a possibility.*