

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL042-085	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/13/2026
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NAME OF PROVIDER OR SUPPLIER A HOUSE OF LOVE AND HOPE	STREET ADDRESS, CITY, STATE, ZIP CODE 239 BISHOP ROAD ROANOKE RAPIDS, NC 27870
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(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	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 2/13/26. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 2 and has a current census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 722	<p>27G .0302 (a) DHSR Construction Approval</p> <p>10A NCAC 27G .0302 FACILITY CONSTRUCTION/ALTERATIONS/ ADDITIONS</p> <p>(a) When construction, use, alterations or additions are planned for a new or existing facility, work shall not begin until after consultation with the DHSR Construction Section and with the local building and fire officials having jurisdiction. Governing bodies are encouraged to consult with DHSR prior to purchasing property intended for use as a facility.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to consult with the Division of Health Services Regulation (DHSR) Construction Section prior to making facility alterations or additions. The finding are:</p> <p>Observation on 2/12/26 at 10AM revealed:</p> <ul style="list-style-type: none"> - Construction workers were outside working at the facility - Foundation, floor, and framing for a new room had been constructed at the back of the facility <p>Interview on 2/13/26 the Licensee reported:</p>	V 722	<p>My annual visit from construction was on October 15, 2025. I did had a general conversation with i believe his name was [REDACTED] about making changes to handicap ramp by adding a cover and etc. I thought he advise me that i had to obtain permits and show construction when it was finish. Howeve, i should had wrote it down.</p> <p>I have now located my policy and procedure manual. Until Ms [REDACTED] ask me did i have one i had forgot it. However, since the visit i had review the rules on adding or making changes to the facility, what my requirements are; I will not forget this again. I had talked with someone from Construction and was sent forms to complete. As of today 3/5/2026 the forms are being mail out with hard copy of permit, license, floor plan and etc from Contractor. i also sent copies to Ms [REDACTED] by text [REDACTED] on february 16, 2026.</p> <p>This event has made me fully aware to always check my policy and procedure handbook before making any changes.</p>	<p style="text-align: center;">RECEIVED</p> <p style="text-align: center;">MAR 10 2026</p> <p style="text-align: center;">DHSR-MH Licensure Sect</p>

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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Emma M Alston - AFL

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER A HOUSE OF LOVE AND HOPE		STREET ADDRESS, CITY, STATE, ZIP CODE 239 BISHOP ROAD ROANOKE RAPIDS, NC 27870		
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V 722	<p>Continued From page 1</p> <ul style="list-style-type: none"> - The construction had begun at the end of October 2025 and was for "my back-up person (staff), when they here, they need some place to be" - Spoke with the DHSR Construction Surveyor about the addition during the last survey on 10/15/25 and was told would only need to get the local permits and licenses - Did not obtain approval from the DHSR Construction Section before beginning the addition to the facility <p>Interview on 2/13/26 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - Was not aware of the construction at the facility - Was last at the facility on 1/15/26 and "I definitely missed" the construction - Spoke with the Licensee about a construction project in January 2026 but "I didn't understand that it was going to be an actual add-on" <p>Interview on 2/13/26 an Engineering Plan Reviewer with the DHSR Construction Section reported:</p> <ul style="list-style-type: none"> - The Licensee "needs to go through the Construction Section" prior to beginning construction for any "substantial change to the licensed facility" such as something that would affect the fire alarm or change the floorplan of the facility - The Construction Section had no knowledge or record of the addition being made to the facility 	V 722	<p>I did speak with [REDACTED] my QP over the phone about adding the addition. However, that was back in March 2025, when i first spoke with contractor.. She ask me did i notify DHHS. I told her i was not changing clients room but adding a new one. The contractor took 1/4 payment but didnt come back until September 2025. Explained issued with getting permits. My big lesson for the last year has been to remember if it's not document then i didnt happen. In the future, i will put in written to my QP and DHHS any changes to the facility . When my QP visited in January the contractor had just begin to work on foundation and its possibe she didnt notice it. Again i apologize for not following the protocol. But i will not make this mistake again.</p>	

Emma M Alota - AF4

**Division of Health Service Regulation
Mental Health Licensure and Certification Section
Rule Violation and Client/Staff Identifier List**

Facility Name: A House of Love And Hope MHL Number: 042-085
Exit Date: 2/13/26 Surveyor(s): [REDACTED]

EXIT PARTICIPANTS: [REDACTED] Owner

COVID NOTIFICATION: In the event a COVID positive case is identified within 48 hours of a DHSR survey – the provider or DHSR should notify the other entity to prevent possible continued exposures.

Rule Violation/Tag #/Citation Level: **10A NCAC 27G .0302 Facility Construction/Alterations/Additions (V722) (standard)**

**Client & Staff Identifier List
(Indicate staff title or number beside each name)**

Client #1 [REDACTED]
Client #2 [REDACTED]

Licensee [REDACTED]
Qualified Professional [REDACTED]

CITATION LEVEL: Number of days from survey exit for citation correction
Standard = 60 days Recite – standard = 30 days Type A = 23 days Type B = 45 days
Uncorrected Type A or Type B Imposed = provider should provide written notification of intended correction date