

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL032-645</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>05/26/2026</b>
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NAME OF PROVIDER OR SUPPLIER  <b>FREEDOM HOUSE RECOVERY CENTER-ELMWOOD I</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2203 ELMWOOD AVENUE DURHAM, NC 27707</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, follow-up and complaint survey was completed on May 26, 2026. The complaint was substantiated (intake #NC00236649). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 5600E. Supervised Living for Adults with Substance Abuse Dependency.</p> <p>This facility is licensed for 6 and currently has a census of 3. The survey sample consisted of audits of 1 current clients, 2 former clients.</p>	V 000		
V 110	<p><b>27G .0204 Training/Supervision Paraprofessionals</b></p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> </ol>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure the one of three audited staff (#1) demonstrated knowledge, skills and abilities for the population served. The findings are:</p> <p>Review on 5/22/26 of Staff #1's personnel record revealed: - Hire date of 7/8/25 as a Residential Recovery Coordinator. -Essential responsibility included transporting clients to and from programs.</p> <p>Review on 5/26/26 of Former Client #2 record revealed: -Admission date of 9/22/25. -Diagnoses of Alcohol Use Disorder, Severe; Generalized Anxiety Disorder; Post Traumatic Stress Disorder; Major Depressive Disorder, Recurrent Episode Severe; Cannabis Use Disorder, Severe; Tobacco Use Disorder, Moderate. -Discharged 2/25/26.</p> <p>Attempted interview on 5/21/26. Surveyor called</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>FC#2's contact number on admission packet. Left message and no call back upon exit.</p> <p>Interview on 5/20/26 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-She worked Monday-Friday on 1st shift as the Residential Recovery Coordinator.</li> <li>-She transported clients from the facility to programs and appointments.</li> <li>-On 2/26/26 the sister facility van broke down on the highway.</li> <li>-She was asked to pick up the clients from that van.</li> <li>-There were two clients and one staff.</li> <li>-The van she was driving had 4 clients and herself.</li> <li>-There were not enough seats in the van for everyone.</li> <li>-The van had three rows that allowed 3 clients in the back row; 2 clients in the middle and the driver and passenger seats for staff.</li> <li>-FC#2 sat on the floor between the driver seat and the second row.</li> <li>-Confirmed all clients should have access to seat belts.</li> <li>-There was no injury transporting clients.</li> <li>-She did not contact management that there were not enough seats for the clients.</li> <li>-"I probably should've called someone."</li> <li>-"This was the first time it happened."</li> </ul> <p>Interview on 5/20/26 with the Residential Supervisor revealed</p> <ul style="list-style-type: none"> <li>-On 2/26/26 at 12:10 pm the van for the sister facility broke down on the highway.</li> <li>-One staff and 2 clients were in the van.</li> <li>-Staff #1 picked up the staff and clients from the sister facility.</li> <li>-Staff #1 had 4 clients from the facility when she picked the clients and staff up.</li> <li>-The van seating included one row in the back for</li> </ul>	V 110		

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V 110	<p>Continued From page 3</p> <p>3 people; 2 seats in the middle and driver and passenger seat. -FC#2 sat on the floor behind the drive and passenger seat. -Staff #1 drove the sister facility clients and staff back to their facility -Clients were on their way back from the program about a ten-minute drive. -Staff #1 did not report that there were not enough seats in the van. -FC#2 sat on the floor behind the drive and passenger seat. -Staff #1 drove the sister facility clients and staff back to their facility -Clients were on their way back from the program about a ten-minute drive. -Staff #1 did not report that there were not enough seats in the van.</p> <p>Interview on 5/26/26 with the Senior Director of Residential Services revealed: -They had 15 passenger vans. -There should be enough seats in the van for clients and staff. -The facility would have provided the 15-seated van to accommodate staff and clients for both facilities. -Staff #1 was supposed to call the facility's house manager, supervisor or upper management. -Staff would retrain on the appropriate process for issues like this.</p>	V 110		