VERMONT
AGENCY OF HUMAN SERVICES
DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
http //www dail vermont gov
Voice/TTY (802) 871-3317
To Report Adult Abuse (800) 564-1612
Fax (802) 871-3318

May 10, 2013

Mr Edgar Greason, Administrator
Country Village Community Care Home
99 Atkinson Street
Bellows Falls, VT 05101

Provider # 0018

Dear Mr Greason

Enclosed is a copy of your acceptable plans of correction for the complaint investigation conducted on **February 20, 2013.** Please post this document in a prominent place in your facility

We may follow up to verify that substantial compliance has been achieved and maintained If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed

Sincerely,

Pamela M Cota, RN
Licensing Chief

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Enclosure

PRINTED: 03/12/2013
FORM APPROVED

D vision of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER	(X2) MULTIPLE CONSTRUCTION A BUILDING ____ B WING ____	(X3) DATE SURVEY COMPLETED
	0018		C 02/20/2013

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRY VILLAGE COMMUNITY CARE HOME	99 ATKINSON STREET BELLOWS FALLS, VT 05101

(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
R100	Initial Comments	R100		
	An unannounced onsite complaint investigation was conducted by the Division of Licensing and Protection on 2/20/13 The following is a regulatory violation.			
R116 SS=D	V RESIDENT CARE AND HOME SERVICES	R116		
	5 3 Discharge and Transfer Requirements			
	5.3 b Emergency Discharge or Transfer of Residents			
	(1) An emergency discharge or transfer may be made with less than thirty (30) days notice under the following circumstances			
	i The resident's attending physician documents in the resident's record that the discharge or transfer is an emergency measure necessary for the health and safety of the resident or other residents, or			
	ii A natural disaster or emergency necessitates the evacuation of residents from the home, or			
	iii The resident presents an immediate threat to the health or safety of self or others In that case the licensee shall request permission from the licensing agency to discharge or transfer the resident immediately Permission from the licensing agency is not necessary when the immediate threat requires intervention of the police, mental health crisis personnel, or emergency medical services personnel who render the professional judgement that discharge or transfer must occur immediately In such cases, the licensing agency shall be notified on the next business day, or			

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE 3/21/13

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R116	Continued From page 1 iv When ordered or permitted by a court This REQUIREMENT is not met as evidenced by Based on record review and staff interview, the home failed to notify the state agency regarding an emergency discharge of a resident (Resident #1). Findings include Per record review on 2/20/13, Resident #1 was admitted to the home on 2/3/13. The resident had issues sleeping and exhibited agitated behaviors, and on the night of 2/5/13 into the morning of 2/6/13 was up a lot of the night restless and exhibiting paranoia. Per staff notes, the resident was given a PRN dose of Haldol at 2 AM for the documented behaviors, and staff sat with the resident giving 1 1 attention and watching TV with the resident, who finally calmed down and was able to rest Per review of staff notes, in the morning at 7 45 AM on 2/6/13, the resident came to the dining area was asked about taking their medication by the person administering the medications Resident #1 proceeded to insult the staff member with racial slurs, and threatened to shoot a staff member in front of the other residents The police were called and the resident was removed from the home Although proper notification was made to family, and the mental health agency serving this resident, the state agency was not notified of the emergency discharge Per interview on 2/20/13 at 2 15 PM, the home manager confirmed that the required notification was not made to the state agency.	R116	Per TC with Edgar Greason on 5/1/13 Addendum to POC: Any residents being involuntarily discharged have the potential to be affected. Home owner and home manager will be responsible for monitoring for compliance. R116 POC accepted with addendum 5/1/13 Karen Campos RN [signature] 3/21/13	

Country Village Community Care Home

PO 468 Bellows Falls, VT 05101-0468

March 21, 2013

Response to violation issued March 12, 2013
Plan of Correction

At our monthly Staff meeting 3.26.13 we will discuss the discharge of this Resident with Staff. We will review the Summary Statement of Deficiency section 5.3.b Emergency Discharge or Transfer of Residents and discuss our violation of this regulation.
We have made changes to our In-House Emotional or Psychological Emergency Sheets that help Employees when dealing with difficult situations.(see attached)

3.21.13

Phone 802.463.4722 Fax 802.463.1986

Emergency Procedures

Emotional or Psychological Emergency

This is a checklist for when a Resident is in crisis

Call The Crisis Team @ 1-800-622-4235, it will take them 10-15 minutes to get back to you. During this time remember:

- Make sure that the Resident is safe, if the Resident is unsafe and may do harm to themselves or others call the Police @ 911. if the Police are called first remember to call Crisis as well. The police will need their help.
- Is there a PRN medication that may help them?
- Does the Resident have a Crisis plan, in Chart, and is there information that is helpful in dealing with this Crisis?
- Is there someone the Resident would like to speak with, e.g. Doctor, Case Manager, Therapist etc. if so let them call on the emergency line. Be sure you do not tie up the house line.
- Have medication sheet available and note any current changes in medication
- Keep notes as to times, what has happened, and who is affected. Are other people involved or is this isolated to the Resident themselves. What are the concerns of the home? Use this sheet if needed!
- Call Edgar or Melissa @ 1-802-362-1332

The Crisis Team will respond they will want to know what the problems are and what are the concerns of the Home. Remember these suggestions:

- Get the Crisis team members Name
- Be Calm; don't let the incident affect your ability to handle the situation.
- Use your notes; don't rely on memory or what someone else may have said to you.
- Be clear as to what you think the Resident needs or wants. The Crisis team is not always going to be able to please everyone but our calling sets a process in motion that may be helpful.
- If an Emergency Discharge is necessary, as described in the Residential Care Home Licensing Regulations section 5.3.b, The Dept of Licensing and Protection must be notified in the following 24 hour period.