

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

September 2, 2014

Mr. Mike Nichols, Administrator  
Pennington House  
1822 North Ave  
Burlington, VT 05408-1303

Dear Mr. Nichols:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **July 29, 2014**. 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

PC:jl



AUG 28 2014

PRINTED: 08/14/2014  
FORM APPROVED

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>0607</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/29/2014</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PENNINGTON HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1822 NORTH AVE BURLINGTON, VT 05408</b>
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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
R100	Initial Comments:  An unannounced onsite re-licensing survey was completed by the Division of Licensing and Protection on 7/29/14. Based on information gathered, the following regulatory violations were cited.	R100	<i>Please See Attached.</i>	
R104 SS=F	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.1 Admission</p> <p>5.2.a Prior to or at the time of admission, each resident, and the resident's legal representative if any, shall be provided with a written admission agreement which describes the daily, weekly, or monthly rate to be charged, a description of the services that are covered in the rate, and all other applicable financial issues, including an explanation of the home's policy regarding discharge or transfer when a resident's financial status changes from privately paying to paying with SSI or ACCS benefits. This admission agreement shall specify at least how the following services will be provided, and what additional charges there will be, if any: all personal care services; nursing services; medication management; laundry; transportation; toiletries; and any additional services provided under ACCS or a Medicaid Waiver program. If applicable, the agreement must specify the amount and purpose of any deposit. This agreement must also specify the resident's transfer and discharge rights, including provisions for refunds, and must include a description of the home's personal needs allowance policy.</p> <p>(1) In addition to general resident agreement requirements, agreements for all ACCS participants shall include: the</p>	R104		

Division of Licensing and Protection LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE <b>Senior Leader</b>	(X6) DATE <b>8-26-14</b>
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*R104 + R179 POC's accepted 9/2/14 JHosmerRN/PMC*

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R104	<p>Continued From page 1</p> <p>ACCS services, the specific room and board rate, the amount of personal needs allowance and the provider's agreement to accept room and board and Medicaid as sole payment.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the home failed to provide evidence that each resident or legal representative was provided with a written admission agreement with the required elements for three of three residents in the sample (Residents #1, 2, 3). Findings include:</p> <p>1. During record review on 7/29/14, no written admission agreement was located or provided by the home for Residents #1, 2, and 3. A template for a Residential Care Home admission agreement which contained appropriate language was provided. During an interview at 2:15 PM on 7/29/14, both the Senior Leader of Developmental Services for Howard Center and the home's Manager confirmed that no written, signed and dated admission agreement was available for Residents #1, 2, and 3.</p>	R104		
R179 SS=A	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.11 Staff Services</p> <p>5.11.b The home must ensure that staff demonstrate competency in the skills and techniques they are expected to perform before providing any direct care to residents. There shall be at least twelve (12) hours of training each year for each staff person providing direct care to residents. The training must include, but is not</p>	R179		

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R179	<p>Continued From page 2</p> <p>limited to, the following:</p> <ul style="list-style-type: none"> <li>(1) Resident rights;</li> <li>(2) Fire safety and emergency evacuation;</li> <li>(3) Resident emergency response procedures, such as the Heimlich maneuver, accidents, police or ambulance contact and first aid;</li> <li>(4) Policies and procedures regarding mandatory reports of abuse, neglect and exploitation;</li> <li>(5) Respectful and effective interaction with residents;</li> <li>(6) Infection control measures, including but not limited to, handwashing, handling of linens, maintaining clean environments, blood borne pathogens and universal precautions; and</li> <li>(7) General supervision and care of residents.</li> </ul> <p>This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the home failed to provide evidence that 1 of 5 staff who provide direct care to residents had completed all mandatory elements of annual training. Findings include:</p> <ul style="list-style-type: none"> <li>1. During record review on 7/29/14, 1 of 5 direct care staff in the sample was found to be lacking written evidence of annual completion of training in Resident Rights, Respectful Effective Communication, and Infection Control. During an interview at 2:20 PM on 7/29/14, the Senior Leader of Developmental Services at Howard Center and the home's Manager confirmed that no written evidence of completion of annual training in Resident Rights, Respectful Effective Communication, and Infection Control could be provided for 1 of 5 direct care staff in the sample.</li> </ul>	R179		

Pamela M. Cota, RN  
Licensing Chief  
Division of Licensing and Protection  
103 South Main Street, Ladd Hall  
Waterbury, VT 054671-2306

August 26, 2014

Dear Ms. Cota:

Listed below are the plans of correction for each deficiency cited in the unannounced onsite complaint investigation at Pennington House, 1822 North Ave RCH of HowardCenter Developmental Services.

**R104 V. Resident Care and Home Services**

1. Residential Care Home admission agreements have been completed and mailed to all guardians for Residents # 1, 2, and 3. Resident #3 has already signed and returned his admission agreement. To ensure that deficient practices do not recur the Residential Manager for Pennington House, Michael Nichols, will review all Residential Care Home admission agreements yearly when new room and board rates are designated or any other changes have been made to services provided and will ensure that all Admission agreements are correct, reviewed and signed by Residents or their guardians. Corrective action will be completed by September 12, 2014.

**R179 V. Resident Care and Home Services**

1. Pennington House staff will be trained in Resident Rights, Respectful Effective Communication, and Infection Control and all other mandatory trainings yearly. Staff 1 of 5 has been trained in all the above trainings and has signed a training record to indicate she understands all the material in the trainings. To ensure that deficient practices do no recur the Residential Manager for Pennington House, Michael Nichols, will review all mandatory Residential Care Home staff trainings on a yearly basis and ensure that Staff complete all trainings and sign a training record to indicate compliance and understanding. All new staff to Pennington House will initially be trained during the mandatory HowardCenter Pre-service,

HowardCenter

102 SOUTH WINOOSKI AVENUE / BURLINGTON, VT 05401

T: 802.488.6500 / F: 802.488.6501

WWW.HOWARDCENTER.ORG

In-service, and Orientation and then every twelve months after that date.  
Corrective action has been completed.

Please feel free to contact me with any questions or comments.

Sincerely,



Christine Rainville  
Senior Leader, Pennington House  
HowardCenter  
102 South Winooski Ave  
Burlington, VT 05401  
488-6515  
[christener@howardcenter.org](mailto:christener@howardcenter.org)