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
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Voice/TTY (802) 241-2345
To Report Adult Abuse: (800) 564-1612
Fax (802) 241-2358

December 16, 2011

Ms. Tina Withington, Administrator
Safe Haven
4 Highland Avenue
Randolph, VT 05060

Provider #: 0529

Dear Ms. Withington:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **September 7, 2011**. 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:ne

Enclosure

Safe Haven TCR 9/7/11

Initial Comments:
An unannounced on-site re-licensing survey was conducted by the Division of Licensing and Protection on 09/07/11. The following are regulatory findings.

T0076
1.C. 7. The residence shall have written standards for the evaluation of staff performance.

Based on record review and interview the residence failed to implement their written standards for evaluation of staff performance for 5 out of 5 staff. Findings include:

1. Per review on 09/07/11 of staff personnel files, there were no current yearly performance evaluations as required by the residence's written standards. The staff evaluations were greater than 1 year old with dates ranging from 2009-2010. Per interview on 09/07/11 at 1:25 PM, the Project Director confirmed that the yearly performance evaluations were not completed.

T0089
2.B.3.a Treatment Plan
The treatment plan shall reflect steps to be taken to solve identified problems, either by direct service at the residence or indirectly by referral to a community resource.

Based on record review and interview the residence failed to have treatment plans that had interventions/steps to be taken for 2 applicable residents. (Residents #1 & #2) Findings include:

1. Per record review on 09/07/11, the Residents' 'Individual action plans' were identified as treatment plans which would show the steps or interventions needed to be taken to solve identified problems/short term goals with realistic schedules. Per review of Resident #1's 05/04/11 and 03/16/11 individual action plan, it listed the identification of problems, however, there were no interventions with measurable goals or time frames. Per review of Resident #2's 08/11/11 individual action plan, it had no interventions for the identified problems. Per interview at 2:20 PM, the case manager confirmed that the treatment plans do not contain steps or interventions.

DEC 01 2011

November 29, 2011
Division of Licensing and protection
Attention Pamela Cota, RN, BS
Licensing Chief

Safe Haven
4 Highland Ave
Randolph VT 05060

The following is our plan of corrections for Deficiency's received on September 7, 2011.

Deficiency T0076 plan of correction is as follows: Staff evaluations will be done on a yearly basis @ the same time in the month of July for current employees as of September 7, 2011. Any new employees hired after that date will be evaluated on their date of hire. - House Mgr. Tina - SDE

Deficiency T0089 plan of correction is as follows: Individual action plans will be done on monthly basis and will reflect both interventions and outcomes for each of the guest's goals. And as an added measure we will be going over each action plan results with the guest before a new plan is done for the upcoming month.

(Hillan Coll Project Dir
Krista - In-House Case Mg.) SDE

Sincerely

Tina Withington
House Manager, Safe Haven
Tina Withington

ADDENDUM

Per telephone conversation on 12/15/11 at 4:15 pm with Tina Withington House manager the following addendums are noted.
For T0076. The House manager will assure the new employees will be evaluated on date of hire.
For T0089. The Project Director & In-House Case manager will assure the monthly action plans will be done on a timely basis each month.
Susan I Emmons RN

POC ACCEPTED WITH the ADDENDUM.
Susan I Emmons RN
12/15/11

November 29, 2011
Division of Licensing and protection
Attention Pamela Cota, RN, BS
Licensing Chief

Safe Haven
4 Highland Ave
Randolph VT 05060

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Sincerely

Tina Withington
House Manager, Safe Haven