

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

January 22, 2014

Ms. Janine Paradee, Administrator
East Terrace Home
71 East Terrace
South Burlington, VT 05403-6145

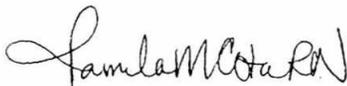
Provider # 0608

Dear Ms. Paradee:

Enclosed is a copy of your acceptable plans of correction for the unannounced onsite complaint investigation conducted on **December 30, 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

PC:ne

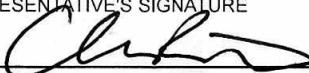
Enclosure

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0608	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	JAN 21 14 Licensing and Protection	(X3) DATE SURVEY COMPLETED C 12/30/2013
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NAME OF PROVIDER OR SUPPLIER EAST TERRACE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 71 EAST TERRACE SOUTH BURLINGTON, VT 05403
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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 SS=D	Initial Comments: An unannounced onsite complaint investigation was conducted by the Division of Licensing and Protection on 12/30/13. Regulatory violations were cited as a result.	R100	<i>Please See Attached.</i>	
R181 SS=D	V. RESIDENT CARE AND HOME SERVICES 5.11 Staff Services 5.11.d The licensee shall not have on staff a person who has had a charge of abuse, neglect or exploitation substantiated against him or her, as defined in 33 V.S.A. Chapters 49 and 69, or one who has been convicted of an offense for actions related to bodily injury, theft or misuse of funds or property, or other crimes inimical to the public welfare, in any jurisdiction whether within or outside of the State of Vermont. This provision shall apply to the manager of the home as well, regardless of whether the manager is the licensee or not. The licensee shall take all reasonable steps to comply with this requirement, including, but not limited to, obtaining and checking personal and work references and contacting the Division of Licensing and Protection in accordance with 33 V.S.A. §6911 to see if prospective employees are on the abuse registry or have a record of convictions. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the facility had on staff a person with criminal convictions, and failed to obtain a variance from the Division of Licensing and Protection (DLP) for 1 of 14 staff. Findings include: Per record review on 12/30/13 at 9:30 AM, a staff	R181		

Division of Licensing and Protection
 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  TITLE **Senior leader** (X6) DATE **1-16-14**

PM

Division of Licensing and Protection

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R181	Continued From page 1 member had a misdemeanor conviction show up on a criminal background check. The conviction was for disorderly conduct on 1/29/87. Facility management confirmed on 12/30/13 that they had not obtained a variance from DLP.	R181		
R206 SS=D	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.18 Reporting of Abuse, Neglect or Exploitation</p> <p>5.18.a The licensee and staff shall report any case of suspected abuse, neglect or exploitation to the Adult Protective Services (APS) as required by 33 V.S.A. §6903. APS may be contacted by calling toll-free 1-800-564-1612. Reports must be made to APS within 48 hours of learning of the suspected, reported or alleged incident.</p> <p>This REQUIREMENT is not met as evidenced by: Based on interview and record review, the facility failed to report a case of suspected abuse to Adult Protective Services (APS) within 48 hours as required. Findings include:</p> <p>Per interview with the facility manager on 12/30/13 at 9:30 AM, the manager confirmed that an incident of suspected abuse that occurred on 11/28/13 was not reported by the witnessing staff member until 12/2/13. Per record review, the incident was reported to APS on 12/3/13.</p>	R206		

Pamela M. Cota, RN
Licensing Chief
Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306

January 16, 2014

Dear Ms. Cota:

Listed below are the plans of correction for each deficiency cited in the unannounced onsite complaint investigation at 71 East Terrace RCH of HowardCenter Developmental Services.

R181 V. Resident Care and Home Services

1. A variance has been requested for section 5.11.d of the Residential Care Home Licensing Regulation and has been submitted to the Division of Licensing and Protection on January 16, 2014. To ensure that deficient practices do not recur, the Resident Manager for East Terrace, Janine Paradee, will review all staff background checks as they are completed to ensure East Terrace Home is within compliance with the 5.11.d regulation. Corrective action has been completed.

R206 V. Resident Care and Home Services

1. East Terrace staff have been trained on the proper Adult Protective Services (APS) reporting procedures and have signed a training record to indicate they understand that APS needs to be notified within 48 hours of any suspected abuse, neglect or exploitation. To ensure that deficient practices do not recur the Residential Manager for East Terrace, Janine Paradee, will review APS reporting procedures with staff every six months and staff will sign a training record to verify that they understand all APS reporting requirements. All new staff to East Terrace Home will initially be training during the mandatory HowardCenter Pre-Service training and then every six months thereafter. Corrective action has been completed.

R181 + R206 POC's accepted 1/22/14 RTremblay RN/pmc

HowardCenter

102 SOUTH WINOOSKI AVENUE / BURLINGTON, VT 05401

T: 802.488.6500 / **F:** 802.488.6501

WWW.HOWARDCENTER.ORG

Please contact me with any questions or comments.

Sincerely,



Christine Rainville
Senior Leader
HowardCenter
(802) 488-6515