

Division of Licensing and Protection
103 South Main Street
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

December 4, 2014

Ms. Marlene Ringer, Administrator
Ringer's Home Care
195 Green Street
Vergennes, VT 05491

Dear Ms. Ringer:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **October 28, 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

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0350	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/28/2014
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NAME OF PROVIDER OR SUPPLIER RINGER'S HOME CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 195 GREEN STREET VERGENNES, VT 05491
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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
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R100 Initial Comments:

An unannounced onsite re-licensure survey was conducted on 10/28/14 by the Division of Licensing and Protection. The following regulatory violation was identified.

R100

R302 IX. PHYSICAL PLANT
SS=E

9.11 Disaster and Emergency Preparedness

9.11.c Each home shall have in effect, and available to staff and residents, written copies of a plan for the protection of all persons in the event of fire and for the evacuation of the building when necessary. All staff shall be instructed periodically and kept informed of their duties under the plan. Fire drills shall be conducted on at least a quarterly basis and shall rotate times of day among morning, afternoon, evening, and night. The date and time of each drill and the names of participating staff members shall be documented.

R302

This REQUIREMENT is not met as evidenced by:

Based on staff interview and record review the facility failed to assure that the times of fire drills were rotated among morning, afternoon, evening and night. Findings include:

Per review of fire drills for 2014, although conducted on a quarterly basis, the drills occurred only between the hours of 12:30 PM and 8:15 PM and did not rotate to the morning or night hours as required. The failure to rotate the time of the drills to include the morning and night hours was confirmed by the facility Administrator during interview on the morning of 10/28/14.

Ringer's Home Care Fire + Evacuation Drill Policy (exhibit A) has been updated to clarify & ensure drills will be held on a rotating time schedule of morning, afternoon, evening and night. Staff was educated on new policy on 11/18/14 (exhibit B). Residents were also updated verbally and a copy of policy placed in residents viewing area.

11/16/14

11/18/14

11/18/14

Division of Licensing and Protection
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Maureen J. Buzza Administrator

TITLE

(X6) DATE

11/23/14

R302 POC accepted 12/3/14 @tkwern/pmc

Division of Licensing and Protection

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			<p>Fire & Evacuation Drills will be evaluated by the administrator for appropriate times (exhibit C) fire drill log.</p>	
			<p><i>A Palousek CAN 11/23/14</i></p>	

Exhibit A

RINGER'S HOME CARE

FIRE AND EVACUATION DRILLS

POLICY STATEMENT

Ringers Home Care, for the protection of all persons in the event of fire and/or evacuation of the building when necessary and in accordance with Residential Care Home Licensing Regulations will conduct a Fire drill on at least a quarterly basis and times of the day will rotate among morning, afternoon, evening, and night. The date and time of each drill and the names of participating staff members shall be documented. All staff will be instructed periodically and kept informed of their duties under the plan.

Drills may be announced or unannounced as determined by the Administrator. During the hours of 11pm-7 am the drills may be "silent drills" and residents will not be asked to evacuate the home.

Emergency Safety and Resident Evacuation Policy

1. *In the event of a fire or emergency evacuation of any kind, regardless of size, location and type, anywhere in the building or on the grounds, the fire department will be summoned immediately. All fires, regardless of size of type, will be reported within 24 hours to the Licensing Agency and Department of Labor & Industry. A written report must be submitted to both departments within 72 hours. A copy of the report shall be kept on file.*

2. *Should a small, obviously contained, non-electrical fire occur (e.g. waste basket), the staff member discovering the fire may put it out while someone else is calling the fire department. Fire department and all other emergency numbers will be posted by each telephone extension in the building.*

3. *Except in the case of an extremely small, well-contained fire that is extinguished immediately, all residents and staff will evacuate the building. All doors will be closed during the evacuation process. Fire Department shall be notified of any residents still in the building*

4. *Immediately upon evacuating the building, the senior staff member present will ascertain that all residents and staff members are present and accounted for. Procedure for evacuation of the residents will be addressed in mandatory training once per year and reviewed at least 6 times per year.*

5. *A full-scale fire drill will be carried out in a realistic fashion once every two months. We will conduct six drills per year. At least one drill will be held during the following hours: 7am and 11am, 12pm and 4pm, 5pm and 10pm, and a silent drill during the hours of 11pm - 6am. During each month that does not contain a full-scale drill; a sit-down fire drill review will be conducted by a manager with staff members. At this time, all aspects of fire safety, route of evacuation, and all procedures will be carefully reviewed. It is a standard part of new staff orientation to teach each new staff member how to deal with the fire alarm and how to use the fire extinguisher.*

6. *The fire alarm systems will be checked routinely, so that the entire system has been checked annually. The entire alarm system will be cleaned and tested by the contracted alarm service company on an annual basis. All fire extinguishers are also checked annually by a contracted service. All documentation for annual checks will be maintained by the manager.*

7. *Ringer Care Home will use the detached garage on the south end of the house as a safe meeting place in the event of an evacuation, which will have emergency supplies on hand. In the event that the evacuation calls for the need of an off-site building for the residents the Eagles Club on New*

RINER'S HOME CARE

Haven Road or the Vergennes Area Rescue Station on Panton Road, both which are located in Vergennes will be used as alternate meeting/evacuation buildings. As soon as all resident are safely accommodated and comfortable, family members will be notified by the manager of the resident's location, condition, and arrangements for further care.

Procedure for evacuation of residents:

In the event an evacuation of the building is required, as noted in the Fire Safety Policy, the following will serve as a guide for the staff. Management/Owners should be contacted immediately once the residents are evacuated and safe.

The senior staff member will do their best to locate the area of the fire. If no fire is located then this potentially maybe a harmful environment due to leaking vapors. The senior staff member will make the decision to evacuate and call 911. At the time of the 911 call please request that Vergennes Rescue be dispatched as this is an elder care home which is in the process of being evacuated. If only one staff member is on duty and the safety of the residents does not allow the time to speak with 911, after placing the call you may drop the phone to the floor. The 911 operator will hear the alarms going off and with the enhanced 911 system; they will know the location to respond to.

Depending upon where the fire is located, the senior staff member will instruct any other staff member(s) present as to which exit will be used to evacuate the building.

Ambulatory residents shall be gathered together starting with the room farthest from the exit. Any non-ambulatory resident(s) will be instructed that a staff member will be returning to assist them. All fire retardant doors will be closed to maintain a smoke-free environment and reduce the fire from spreading to the room. The staff will be notified at staff meetings which residents are considered non-ambulatory and immediately when a residents status changes.

The ambulatory residents will be guided down to the front of the garage. A staff member will access the garage through the garage door on the west side of the garage. It opens by a key pad and the code will be given to the staff at the time they make the initial contact with the management. There must be a staff member with the residents at all times. If there are no additional staff members present to assist the non-ambulatory resident(s), if possible, the 911 operator should be made aware, at the time of the initial call, which a resident(s) is/are still inside. An officer of the fire department should make contact with the staff member upon their arrival and the staff member should again tell the fire officer how many and in which rooms the resident(s) is/are.

If there are additional staff members and time allows to safely removing resident's charts and the green RHC binder from the kitchen, it is requested by management that you do so. If this task is not able to be completed, safely and at no risk of injury to the staff or residents, a copy of the resident's medication lists and other important documents are kept in the garage in locked box on the shelving over the main door. Also kept in this area are blankets, a commode, and other necessities. Chairs are located on the back wall of the garage. The garage is heated, has a telephone, and the other items as noted.