pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: January 31, 2017

Mr. Nelson Walker, Executive Director
Philadelphia Juvenile Justice Services
91 North 48th Street
Philadelphia, PA 19139

RE: Philadelphia Juvenile Justive Services Center
License #139100

Dear Mr. Walker:

As a result of the Department of Human Services' licensing inspection on January 4, 2017 of the above facility, the violations with 55 Pa.Code Ch. 3800 (relating to Child Residential and Day Treatment Facilities) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 3800 must be maintained.

Sincerely,

Kevin Miller
Child Residential Licensing Manager

Enclosure
Licensing Inspection Summary

VIOLATION REPORT
CHILD RESIDENTIAL LICENSING - 55 Pa.Code Chapter 3800

Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER	**License Number:** 13910
Address: 91 N 48TH STREET, PHILADELPHIA, PA 19139	**County:** Philadelphia
Director: Nelson Walker	**Region:** SOUTHEAST
Legal Entity Name: PHILADELPHIA JUVENILE JUSTICE SERVICES	
Legal Entity Address: 91 N 48TH STREET, PHILADELPHIA, PA 19139	

Certificate(s) of Occupancy

1-3
12/19/2012
City of Phila

Program Type:	**Licensed Capacity:**	**Number of Children Served:**
Secure Detention	184	107

Type of Inspection: Partial	**BHA Docket Number:**	**Notice:** Unannounced

Reason(s) for Inspection(s)

Complaint

On-Site Inspections Dates and Department Representatives On-Site

01/04/2017: Manson, Trina; Taylor, Kahisha

Off-Site Inspection Dates and Inspectors, if Applicable

Other Details

Partial or Full Triggers: **Random Indicators:**

Child Demographic Data as of Inspection Dates

Age of Children:

0 to 5 years: 0

6 to 13 years: 4

14 to 17 years: 80

18 to 21 years: 23

Number of Children who:

Are Adjudicated Delinquent: 107

Are Dependent: 0

Have Mental Illness: 3

Have an Intellectual Disability: 1

Have a Physical Disability: 0

Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Tina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.11 - The requirements of Chapter 20 (relating to licensure or approval of facilities) shall be met.

2a. DESCRIPTION OF VIOLATION
2014 Act 31
(b) Operators of facilities and agencies which care for children and are subject to licensure by the department under Article X of the Public Welfare Code and their employees who have direct contact with children.
(2) Within six months of the effective date of this subsection, operators and caregivers shall receive three hours of training prior to the issuance of a license, approval or registration certificate and three hours of training every five years thereafter.
(3) Employees who have direct contact with children and foster parents shall receive three hours of training within six months of the issuance of a license, approval or registration certificate and three hours of training every five years thereafter. New employees and new foster parents shall receive three hours of training within 90 days of hire or approval as a foster parent and three hours of training every five years thereafter.

Staff member A was hired on [redacted] and received the child abuse reporting and recognition training on [redacted] This mandated training was required before [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

All staff have been trained and are currently up to date on child abuse reporting and recognition. All staff will be trained on a yearly basis to meet the state mandate and requirements and it will be loaded into their electronic training file, so as to ensure that training is provided within the specified time frame.
All new staff will be trained on child abuse reporting and recognition withing 90 days of hire. A copy of the completed training will be maintained in the employee file.

The Residential Director will conduct an audit of all staff records at least bi-annually to ensure all trainings have been completed. (KMM, 1/31/17)

Repeat Violation: Yes	Date(s) of Previous Violation(s):	04/07/2016		

Signature of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker Executive Director — Date 1/26/17

DEPARTMENT USE ONLY - FACILITIES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 1/31/17 (Date)

The above plan of correction was approved by KMM (Initials)

Plan of correction implementation status as of 1/31/17 (Date)

- ☐ Fully Implemented
- ☑ Partially Implemented - Adequate Progress
- ☐ Partially Implemented - Inadequate Progress
- ☐ Not Implemented

Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800

3800.15(b) - If there is an allegation of child abuse involving facility staff persons, the facility shall submit and implement a plan of supervision in accordance with 23 Pa.C.S. § 6368 (relating to investigation of reports) and § 3490.56 (relating to county agency investigation of suspected child abuse perpetrated by persons employed or supervised by child care services and residential facilities).

2a. DESCRIPTION OF VIOLATION

The facility did not implement a written plan of supervision to protect Child #1 from Staff Member A who was observed assaulting the child on [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

While the incident occurred on [redacted] it was not until [redacted] upon the youth's disclosure that the restraint of the previous day involved alleged abuse by staff member "A", that a childline report was made and JJSC became aware of the allegation and developed a plan of supervision. See attached plan dated [redacted] That plan was to immediately relieve the staff member of child care responsibilities such that he posed no further threats to this or any other child(ren) in our custody. While several staff were present at the time of the alleged abuse, our r eview of surveillance video could not conclusively affirm that these staff witnessed the alleged abuse such that they might have been compelled to report it.

To prevent this kind of situation from occurring in the future, we will immediately implement a practice of reviewing every restraint employed by our staff wherein an injury occurs. Such reviews will include an interview with the child, staff, and any witnesses who observed the restraint. Further, we will continue our practice of having all youth medically assessed immediately following a physical restraint. The Residential Director and Shift Managers will be responsible for reviewing any video footage within an hour of all restraints.

Contracted nursing staff will be reminded about their responsibility, as mandated reporters, to report any and all cases wherein a young person reports having experienced abuse by our staff. Further, they will be encouraged to explore the circumstances under which any presenting injury is incurred, to rule out possible abuse.

In addition to the supplemental steps listed above, JJSC has a policy in place for Policy 12.11 requires that the Director of Residential Services, Shift Manager must be notified immediately when any type of physical restraint is used. A written report, prepared by the staff member who employed physical restraint must be completed prior to the end of his/her shift. #6 A description of injuries suffered, if any, and the treatment given and or received.

All staff will be trained on the incident reporting process within 30 days and it will be discussed at monthly staff meetings. (KMM, 1/31/17)

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page) [signature]

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker Executive Director

Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.16(c) - The facility shall complete a written reportable incident report, on a form prescribed by the Department, and send it to the appropriate Departmental regional office and the contracting agency, within 24 hours.

2a. DESCRIPTION OF VIOLATION
On [redacted] Child #1 was assaulted by Staff A. The facility failed to complete a written reportable incident report on a form prescribed by the Department; send it to the appropriate Departmental office and contracting agency within 24 hours.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

To ensure that HCSIS reports are completed and submitted within 24 hours of a reportable incident, we have requested from the State DHS additional user names and passwords to be used by others on our leadership team, expanding the number of staff capable of entering HCSIS reports and enhancing our capacity to ensure timely submissions. These staff will be appropriately trained on HCSIS utilization. The Residential Director will ensure HCSIS report are done in a timely manner.

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page) [signature]

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker Executive Director

Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.16(h) - The facility shall notify the child's parent and, if applicable, a guardian or custodian, immediately following a reportable incident relating to a specific child, unless restricted by applicable confidentiality statutes, regulations or an individual child's court order.

2a. DESCRIPTION OF VIOLATION
The facility failed to immediately notify the parent of Child #1 following a reportable incident. The incident occurred on [redacted] The facility did not notified the parent of Child #1 until [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Given that the incident was not initially reported as an alleged incident of abuse until [redacted] this was the date upon which we made our first good faith effort to notify the youth's parent. As the phone call was not successful, in that the youth's mother was not reached, a voice-mail message was left. On [redacted], we successfully reached the mother, informing [redacted] of the incident which had occurred with [redacted]

JJSC has a policy in place requiring parental notification when there is a reportable incident. The policy states:

Reportable Incidents: All reportable incidents should be documented on the the facility's Incident Report as well as the Reportable Incident Form.
1. Upon recognition of the reportable incident the Shift Manager on duty must immediately initiate the notification process via the Emergency Notification Sheet.
   a. The Executive Director
   b. The Deputy Commissioner
   c. The Parent or Guardian
   d. The Regional Office of Department of Public Welfare (within 24 hours)

The Resident Director is responsible for ensuring that the shift manager notifies the appropriate parties.

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page) [signature]

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Waller Executive Director — Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.32(b) - A child may not be abused, mistreated, threatened, harassed or subject to corporal punishment.

2a. DESCRIPTION OF VIOLATION
On [redacted] Child #1 was was observed with disruptive behavior in the classroom. As the child was being escorted back to their room, the child became increasingly agressive and a restraint was initiated at approximately 9:50am. Child #1 was restrained and physically escorted by Staff members A, B, C, D, E, F, G, H. During the escort, Staff person A was observed punching Child #1 in the face multiple times and repeatedly told Child #1 to "shut the f__k up." Staff person A was also observed on a video of the event continuing to punch the child in the face while the child was carried down the hallway by Staff members B, C,D,E,F,G,H in a continual restraint.

Child # 1 sustained multiple injuries as a result of the assault by Staff A. The Child's injuries included a 1 cm laceration on the inner lip; the lip was swollen and bleeding; with numbness to the right eye and nose.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Staff A's behavior was in violation of JJSC policy and as soon as JJSC received the Childline report, [redacted] was immediately relieved of any direct care duties with children, and subsequently served with notice of suspension without pay. See attached. Notice of Suspension. Before we could effect his termination, the employee resigned from his position as a youth detention counselor here. See attached letter. The Special Victims Unit was contacted and responded by assigning a detective (Detective Daniel OMalley #695) to the case. All pertinent information gathered in the agency investigation related to the case was turned over to the SVU.

JJSC has multiple policies in place which prohibit this conduct:

Policy 4.10
C. Personnel Policy
1. Brutality is not permitted and will not be tolerated. An employee suspected of, or alleged to have engaged in brutality shall be immediately disciplined with the intent to dismiss.

I Policy
#1. An employee shall be responsible for the efficient performance of assigned duties. If such duties include the supervision of residents, the employee shall be held accountable for the residents under his/her supervision.
#7. Any employee who fails to assert proper authority, or fails to take proper action while on duty, or shows reluctance to carryout rules or orders, or who endangers or lowers the discipline or security of the agency, shall be subject to disciplinary action.
#16. Disorderly conduct by employees is not permitted.
A Personal Conduct
#3. An employee who cannot control his/her behavior, or cannot secure and maintain good order, or cannot conduct himself/herself so as to gain and maintain the respect of residents and fellow employees, shall be subject to disciplinary action.
#8. Employees are not permitted to engage in acts with residents, on or off duty, in violation of City or State regulations which may in any way cause embarrassment or discredit to the City. All staff will be retrained in restraint techniques by [redacted] Prevention of abuse/neglect will be discussed at monthly staff meetings. (KMM, 1/31/17)

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page) Nelson R Walker

Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
Nelson R Walker Executive Director	

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.32(e) - A child has the right to communicate with others by telephone subject to reasonable facility policy and written instructions from the contracting agency or court, if applicable, regarding circumstances, frequency, time, payment and privacy.

2a. DESCRIPTION OF VIOLATION
The facility did not allowed Child #1 to make a phone following an assault on [redacted] until [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occuring again. If steps cannot be completed immediately, include dates by which the steps will be completed.
The child did, in fact, make contact with her family on 12/4/16.

The PJJSC's policy as relates to phone calls is as follows:

With the exception of calls made from the social worker's office during weekly sessions, all other outgoing calls by the resident are made between the hours of 4PM and 8:30PM. Phone calls are limited to 10 minutes each and allowed every other day for each resident. Additional phone call privileges may be earned through the Center's Behavior Management System (BMS) program. In the event a resident's parent or guardian resides outside of the local area, the Center shall incur the costs associated with the long-distance call. Unlimited calls to the resident's attorney, probation officer, or others with a legal interest in the resident's case are facilitated by the resident's assigned social worker. Such calls take place during weekly social work sessions which occur during standard business hours.

At the of their arrival onto the Orientation Unit, residents will complete a Resident Phone Sheet Log, with (5) names of relatives and friends they wish to contact. They will only be allowed to call the people on the list during their stay at PJJSC. This information will be placed on the Resident Phone Sheet Log. The sheet will be a part of the residents BMS Point Sheet and will go with the residents when they are transferred to another unit. Calls will only be allowed on their scheduled phone call day between the hours of 4pm and 8:30pm Monday through Friday and from the hours of 11 am to 8:30pm on Saturday. If residents have been fined they will not be allowed to make a call until their next scheduled phone call day.

The telephone logs and phone calls are monitored by the Youth Detention Counselors, and the Youth Detention Counselor Supervisors are responsible for making sure that residents are allowed to make their calls.

To further ensure that our staff honor a youth's right to communicate with others by telephone, we have since clarified that BMS rules do NOT apply whenever a youth has alleged abuse and that under such circumstances calls to family are permissible so as to allow youth to report any concerns to family and to gain emotional support and guidance.

All staff will receive training on the new telephone procedures, which states calls may be made whenever a youth is alleging abuse. (KMM, 1/31/17)

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker, Executive Director | Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.32(h) - A child has the right to communicate and visit privately with his attorney and clergy.

2a. DESCRIPTION OF VIOLATION
The facility did not allow Child # 1 to call their attorney following an assault on [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The youth did not ask to call their attorney.

THE JJSC policy regarding phone calls to attorneys is as follows:

Initial contact is made during the orientation process. The Social Worker places a call to the resident's legal representative or the Public Defender's office. The Social Worker continues to call until contact is made.

Residents are allowed to place calls to their attorney. The frequency of these calls is, however, usually limited to avoid unnecessary intrusion upon the attorney and facility staff. This is especially true if the attorney has communicated to staff that calls may only be placed during specific time periods.

A resident's legal representative may visit at any time. If a resident requests a visit with legal representative a social worker will see that the request is relayed. Visits by legal representatives are documented in the facility visiting log.

The youth's social worker is responsible during the day. However, during the evening hours residents are given phone calls every other day which is monitored by the YDC or YDC supervisor.

Repeat Violation: No	Date(s) of Previous Violation(s):			

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Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Walker Executive Director

Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Tina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.32(n) - A child may not be subjected to unusual or extreme methods of discipline which may cause psychological or physical harm to the child.

2a. DESCRIPTION OF VIOLATION
On [redacted] experienced behavioral discontrol and was escorted back to their room, which resulted in a restraint that included Staff persons A, B, C, D, E, F, G, H. During the restraint Staff person A was observed punching Child #1 in the face which resulted in multiple injuries requiring medical attention.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occuring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

We do not consider staff "A"s behavior at all acceptable. It was inconsistent with our philosophy of care. [redacted] has since resigned. See attachment. JJSC has a policy prohibiting such conduct:

Personnel Policy
1. Brutality is not permitted and will not be tolerated. An employee suspected of, or alleged to have engaged in brutality shall be immediately disciplined with the intent to dismiss.
Policy
#1. An employee shall be responsible for the efficient performance of assigned duties. If such duties include the supervision of residents, the employee shall be held accountable for the residents under his/her supervision.
#7. Any employee who fails to assert proper authority, or fails to take proper action while on duty, or shows reluctance to carryout rules or orders, or who endangers or lowers the discipline or security of the agency, shall be subject to disciplinary action.
#16. Disorderly conduct by employees is not permitted.
A Personal Conduct
#3. An employee who cannot control his/her behavior, or cannot secure and maintain good order, or cannot conduct himself/herself so as to gain and maintain the respect of residents and fellow employees, shall be subject to disciplinary action.
#8. Employees are not permitted to engage in acts with residents, on or off duty, in violation of City or State regulations which may in any way cause embarrassment or discredit to the City.

Any resident against whom force has been used shall be examined by a member of the medical staff. This includes, but is not limited to: every child who is in a fight and every application of force, regardless of whether the resident claims injury or staff believes resident has been injured. Staff will notify their immediate supervisor, who will notify the shift manager on duty.

Safe Crisis Management is reinforced on a weekly basis in supervisory staff meetings (Theory and ESPI's).

JJSC also has a policy in place regarding medical attention for residents against whom force is used:
Any resident against whom force has been used shall be examined by a member of the medical staff. This includes, but is not limited to; every child who is in a fight and every application of force, regardless of the amount of force used, and regardless of whether the resident claims injury or staff believes the resident has been injured.
All staff will be retrained in proper restraint techniques by February 15, 2017. (KMM, 1/31/17)

Repeat Violation: No	Date(s) of Previous Violation(s):			

Signature of Legal Entity Representative (Required on EVERY Page)

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Nelson R. Waller Executive Director — Date 1/26/17

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Trina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.142 - If the health and safety assessment in § 3800.141 (relating to health and safety assessment) identifies a health or safety risk, a written plan to protect the child shall be developed and implemented within 24 hours after the assessment is completed.

2a. DESCRIPTION OF VIOLATION
Child # 1 was admitted on [redacted] and the Health and Safety plan was completed on [redacted]

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Per the regulation cited above: All Health and Safety plans are completed within one hour of all residents upon admission into the facility. The youth was admitted on [redacted] The Health and Safety plan was completed on [redacted] and is attached.

JJSC has a policy and procedures in place regarding completion of health and safety plans and medical and health services: Chapter 15:

:

A. Medical information for each resident is obtained by the Medical Department during the shift on which he/she is admitted. The information includes:
1. Any medical treatments and medications the resident is taking.
2. A comprehensive health history and appropriate lab tests.
3. Medical consent form to be signed by a person legally authorized to give consent
4. This information is included in the resident's medical record.
5. A medical safety plan will be completed on any resident where a health or safety plan is identified.

If a health or safety risk is identified after admission a new Medical Safety Plan will be developed. (Health Care Services) It will be signed off by the Managers, delivered to the Counselor Supervisor of the POD where the resident is assigned and placed in the resident folder where it will be read by the Youth Detention Counselor assigned to the unit.

Repeat Violation: No	Date(s) of Previous Violation(s):			

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Licensing Inspection Summary: 13910 - 01/04/2017 - Manson, Tina
Facility Name: PHILADELPHIA JUVENILE JUSTICE SERVICES CENTER

1. REGULATION 55 Pa.Code §3800
3800.202(a) - A restrictive procedure may not be used in a punitive manner, for the convenience of staff persons or as a program substitution.

2a. DESCRIPTION OF VIOLATION
On [redacted] at approximately 9:60am, Child #1 was displaying disruptive behavior and became agressive in the hallway. Staff persons A, B,C,D,E,F,G,H restrained the child for 9 minutes. During the restraint Staff A punched the child in the face multiple time causing multiple injuries requiring medical attention.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)
Include steps to correct the violation described above and steps to prevent a similar violation from occuring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Staff member "A" s behavior was in stark contradiction to JJSC's philosophy of care, specifically as it relates to trauma impacted populations. Staff "A" was suspended with the intent to dismiss, the SVU was contacted and is currently investigating this matter. Staff A subsequently resigned. Attached is the notice of discipline with the intent to dismiss and staff A's resignation letter.

JJSC has personnel policies in place prohibiting this conduct:

Chapter 4 (Personnel):

7. Any employee who fails to assert proper authority, or fails to take proper action while on duty, or shows reluctance to carry out rules or orders, or who endangers or lowers the discipline or security of the agency, shall be subject to disciplinary action.

"

11. Failure of any employee to properly supervise the residents under his/her supervision or maintaining control over residents or of a unit under his/her supervision will be just cause for initiating disciplinary action against said employee.

"

14. The failure of a supervisor or superior to properly supervise subordinates or employees under his/her management or employee not directly under his/her management (should the need to do so arise) shall constitute just cause for initiating disciplinary action against the supervisor or superior.

"

15. Insubordination by employees is not permitted.

All staff will be retrained in proper restraint techniques. Monthly staff meetings that discuss the prevention of abuse/neglect will also take place over the next 6 months.(KMM, 1/31/17)

Repeat Violation: No	Date(s) of Previous Violation(s):			
Signature of Legal Entity Representative (Required on EVERY Page)	Nelson R. Walker			
Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Nelson R. Walker Executive Director	Date	1/26/17	

DEPARTMENT USE ONLY - FACILITIES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 1/31/17 (Date)

The above plan of correction was approved by KMM (Initials)

Plan of correction implementation status as of 1/31/17 (Date)

- ☐ Fully Implemented
- ☑ Partially Implemented - Adequate Progress
- ☐ Partially Implemented - Inadequate Progress
- ☐ Not Implemented