pennsylvania
DEPARTMENT OF PUBLIC WELFARE

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: February 20, 2014

Ms. Diana L. Ramsay, President/CEO
Woods Services, Inc.
ATTN: Kathy Shelinsky
PO Box 36, 40 Martin Gross Drive
Langhorne, Pennsylvania 19047

RE: Woods Services
10 Willow Way
Langhorne, Pennsylvania 19047
Certificate/License # 113410

Dear Ms. Ramsay:

As a result of the Department of Public Welfare's licensing inspection on 12/30/2013 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,

Justin Trupp
Child Residential Licensing Manager

Enclosure
Licensing Inspection Summary

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

Facility Name: WOODS SERVICES	License Number: 11341
Address: 10 WILLOW WAY, LANGHORNE, PA 19047	County: Bucks
Director: Diana Ramsay	Region: SOUTHEAST
Legal Entity Name: WOODS SERVICES INC	
Legal Entity Address: PO BOX 36 40 MARTIN GROSS DR., LANGHORNE, PA 19047	

Certificate(s) of Occupancy

N/A

N/A

Program Type:	Licensed Capacity:	Number of Children Served:
Residential Services	8	5

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

Reason(s) for Inspection(s)

Incident

On-Site Inspections Dates and Department Representatives On-Site

12/30/2013: Ernst, Morgan; Sledge, Andrea

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:	Number of Children who:
0 to 5 years: 0	Are Adjudicated Delinquent: 0
6 to 13 years: 0	Are Dependent: 5
14 to 17 years: 4	Have Mental Illness: 5
18 to 21 years: 1	Have an Intellectual Disability: 3
	Have a Physical Disability: 0

Licensing Inspection Summary: 11341 - 12/30/2013 - Ernst, Morgan
Facility Name: WOODS SERVICES

1. REGULATION 55 Pa.Code §3800

3800.205(b) - Training shall include:

(1) Using de-escalation techniques and alternative nonrestrictive strategies and addressing the child's feelings after use of a restrictive procedure.

(2) Child development principles appropriate for the age of the children served, to understand normal behavior reactions to stress at various ages.

(3) The proper use of the specific techniques or procedures that may be used.

(4) Techniques and procedures appropriate for the age and weight of the children served.

(5) Experience of use of the specific procedures directly on each staff person and demonstration of use of the procedure by each staff person.

(6) Health risks for the child associated with use of specific procedures.

(7) A testing process to demonstrate understanding of and ability to apply specific procedures.

2a. DESCRIPTION OF VIOLATION

On the morning 12/9/2013 staff members had to utilize a three person restrain to restrain Child 1. Child 1 eloped from the presence of his/her 1:1 staff member as the child exited the facility's vehicle following the transport to the child's school. Child 1 ran into the wooded area next to the school. The child's 1:1 staff member and 3 other staff members pursued the child. Once the staff caught up to the child, the child punched and bit Staff Member A. A 3 person restraint was initiated at that time. During the course of the restraint, Staff Member A used an inappropriate technique on Child 1 by placing his/her hands around Child 1's neck in a choking manner. Staff Member B instructed Staff Member A to remove his/her hands from the child's neck and Staff Member A complied. Approximately three seconds later, Staff Member A again placed his/her hands around Child 1's neck. Staff Member B again instructed Staff Member A to remove his/her hands from the child's neck. Staff Member A was then removed from the restraint and separated from the child. The restraint technique utilized by Staff Member A was an inappropriate restraint that was not within the scope of the restraint training that Staff Member A received on 5/30/2013. Child 1 did not sustain any injuries as a result of the inappropriate restraint.

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.

See attached POC.

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

Signature of Legal Entity Representative (Required on EVERY Page) Kathy Shelinsky

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Kathy Shelinsky, Assistant Director, QI

Date 2/20/14

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The above plan of correction is approved as of 2/20/14 (Date)

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

Plan of correction implementation status as of 2/20/14 (Date)

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

Plan of Correction for 10 Willow Way: #113410-12/30/13-Morgan Ernst and Andrea Sledge

3800.205(b) – Training shall include:

1. Using de-escalation techniques and alternative nonrestrictive strategies and addressing the child's feelings after use of a restrictive procedure.
2. Child development principles appropriate for the age of the children served, to understand normal behavior reactions to stress at various ages.
3. The proper use of the specific techniques or procedures that may be used.
4. Techniques and procedures appropriate for the age and weight of the children served.
5. Experience of use of the specific procedures directly on each staff person and demonstration of use of the procedure by each staff person.
6. Health risks for the child associated with use of specific procedures.
7. A testing process to demonstrate understanding of and ability to apply specific procedures.

Violation: On the morning 12/9/13 staff members had to utilize a three person restrain Child 1. Child 1 eloped from the presence of his/her 1:1 staff member as the child exited the facility's vehicle following a transport to the child's school. Child 1 ran into the wooded area next to the school. The child's 1:1 staff member and 3 other staff members pursued the child. Once the staff caught up to the child, the child punched and bit Staff Member A. A 3 person restraint was initiated at that time. During the course of the restraint, Staff Member A used an inappropriate technique on Child 1 by placing his/her hands around Child 1's neck in a choking manner. Staff Member B instructed Staff Member A to remove his/her hands from the child's neck and Staff Member A complied. Approximately three seconds later, Staff Member A again placed his/her hands around Child1's neck. Staff Member B again instructed Staff Member A to remove his/her hands from the child's neck. Staff Member A was then removed from the restraint and separated from the child. The restraint technique utilized by Staff Member A was an inappropriate restraint that was not within the scope of the restraint training that Staff Member A received on 5/30/13. Child 1 did not sustain any injuries as a result of the inappropriate restraint.

Response:

[redacted], Assistant Director, CEC, completed an internal investigation. In this case, it was determined by Woods that the employee's actions constituted abuse and a violation of the client's rights. As a result, his employment at Woods was terminated. (See attached Employee Problem Report)

Woods' employees working with clients will continue to receive annual training in the areas listed above through our SMART approach workshop. This is a full day training program consisting of 5 interconnected modules: S-Self-Awareness, M-Milieu, A-Active Engagement, R-Relationship Building, and T-Tools: Prevention, De-escalation and crisis management. (See attached Description)

Signature of Legal Entity Representative: Kathy Shelinsky Date: 2/20/14

Printed Name and Title of Legal Entity Representative: Kathy Shelinsky, Assistant Director, QI