pennsylvania
DEPARTMENT OF PUBLIC WELFARE

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: April 16th, 2014

Ms. Diana L. Ramsay, President & CEO
Woods Services, Inc.
40 Martin Gross Drive
Langhorne, Pennsylvania 19047

RE: 32 Sandalwood Circle
Langhorne, Pennsylvania 19047
License # 120260

Dear Ms. Ramsay:

As a result of the Department of Public Welfare's licensing inspection on April 4th, 2014 of the above facility, the violations with 55 Pa.Code Ch. 3800 (relating to Child Residential and Day Treatment Facilities) specified on the enclosed Licensing Inspection Summary were found.

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

Sincerely,

Andrew M. Dietz
Child Residential Licensing Manager

Enclosure
Licensing Inspection Summary

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

Facility Name: WOODS SERVICES 32 SANDALWOOD CIRCLE	License Number: 12026
Address: 32 SANDALWOOD CIRCLE, LANGHORNE, PA 19047	County: Bucks
Director: MIKE HAGGERTY	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

NM

NM

Program Type: Residential Services	Licensed Capacity: 10	Number of Children Served: 9
Type of Inspection: Partial	BHA Docket Number:	Notice: Announced

Reason(s) for Inspection(s)
Complaint

On-Site Inspections Dates and Department Representatives On-Site
03/18/2014: Smith, Cassaundra; Brice, Joseph

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: 3

14 to 17 years: 5

18 to 21 years: 1

Number of Children who:

Are Adjudicated Delinquent: 0

Are Dependent: 0

Have Mental Illness: 9

Have an Intellectual Disability: 9

Have a Physical Disability: 9

Licensing Inspection Summary: 12026 - 03/18/2014 - Smith, Cassaundra
Facility Name: WOODS SERVICES 32 SANDALWOOD CIRCLE

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 3/16/2014 at 5:30pm Staff member A witnessed Staff member B kick Child 1 in the leg causing the child to fall to the ground. Staff member A stated that Staff member B, who was Child 1's 1:1 at the time, kicked the child. Staff Member A immediately reassigned another staff member to Child 1 and sent Staff member B to the office. While in the office Staff member A asked Staff member B why he kicked Child 1 and Staff member B stated that they over reacted after they were kicked in the groin by Child 1.

Staff member B was terminated on 3/25/2014 from the facility for performing an unapproved restrictive procedure on Child 1 and through the staff member's own admission, causing the client to fall to the ground.

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 4-14-14

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The above plan of correction is approved as of 4/15/14 (Date)

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

Plan of correction implementation status as of 4/15/14 (Date)

- [x] Fully Implemented
- [ ] Partially Implemented - Adequate Progress
- [ ] Partially Implemented - Inadequate Progress
- [ ] Not Implemented

Plan of Correction for 32 Sandalwood Circle: #120260-03/18/14-Cassaundra Smith

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.
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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 3/16/2014 at 5:30pm Staff member A witnessed Staff member B kick Child 1 in the leg causing the child to fall to the ground. Staff member A stated that Staff member B, who was Child 1's 1:1 at the time, kicked the child. Staff Member A immediately reassigned another staff member to Child 1 and sent Staff member B to the office. While in the office Staff member A asked Staff member B why he kicked Child 1 and Staff member B state that they overreacted after they were kicked in the groin by Child 1.

Staff member B was terminated on 3/25/2014 from the facility for performing an unapproved restrictive procedure on Child 1 and through the staff member's own admission, causing the client to fall to the ground.

Response:

[redacted] Residential Director, reported this incident to PA ChildLine who marked the incident as an FYI. She then completed an internal investigation. In this case, it was determined by Woods that the employee performed an unapproved restrictive procedure, his 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: 4/14/14

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