Department of Human Services
Office of Children, Youth and Families
Licensing Inspection Summary - Public
55 PA.CODE CHAPTER 3800

April 10, 2023

[redacted], EMBARK VP
CHANGE ACADEMY LAKE OF THE OZARKS, LLC
2177 EAST WARNER ROAD,SUITE 101
Suite 101
TEMPE,, AZ, 85287

RE: EMBARK AT THE POCONOS
108 COUNTRY PLACE LANE
WHITE HAVEN,, PA, 18661
LICENSE/COC#: 23009

Dear [redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families review on of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,
[redacted]

cc: Pennsylvania Office of Children, Youth and Families

Agency/Facility Information

Name: *EMBARK AT THE POCONOS*
Address: *108 COUNTRY PLACE LANE, WHITE HAVEN,, PA 18661*
County: *LUZERNE*
License Number: *23009*
License Expiration: *02/25/2024*

Administrator

Name: [redacted] **Phone**: **Email**: [redacted]

Legal Entity

Name: *CHANGE ACADEMY LAKE OF THE OZARKS, LLC*
Address: *2177 EAST WARNER ROAD,SUITE 101, Suite 101, TEMPE,, AZ, 85287*
Phone: [redacted] **Email**: [redacted]

Inspection Information

Start Date: *11/28/2022* **End Date**: *03/09/2023* **Type**: *Partial* **Notice**: *Announced Visit*
Inspector(s): [redacted]

Inspection Narrative

Plan of correction monitoring was completed on March 9, 2023. Monitoring consisted of review of children and staff files, and walkthrough of the physical site. All POCs have been implemented.

Inspections / Reviews

11/28/2022 Renewal

Lead Inspector: [redacted] **Follow-Up Type**: *POC Submission* **Follow-Up Date**: *12/27/2022*

12/29/2022 - POC Submission

Submitted By: [redacted] **Date Submitted**: *12/27/2022*
Reviewer: [redacted] **Follow-Up Type**: *POC Submission* **Follow-Up Date**: *01/06/2023*

02/17/2023 - POC Submission

Submitted By: [redacted] **Date Submitted**: *01/06/2023*
Reviewer: [redacted] **Follow-Up Type**: *On-site Verification*

03/09/2023 - Partial

Submitted By: **Date Submitted**:
Reviewer: [redacted] **Follow-Up Type**: *Not Required*

3800.31 Notification of Rights and Grievance Procedures

1. Requirements

3800.31.c. A copy of the child's rights, the grievance procedures, and applicable consent to treatment protections shall be posted and given to the child, the child's parent and, if applicable, the child's guardian or custodian, upon admission.

Description of Violation

On 11/29/2022 it was observed that the child's rights were not posted in the facility.

Plan of Correction ***Accept (- 12/29/2022)***

Corrective action taken day of inspection; see attached .

Licensee's Proposed Overall Completion Date: *12/27/2022*

Implemented (- 04/10/2023)

3800.51 Child Abuse and Criminal History Checks

2. Requirements

3800.51. Child abuse and criminal history checks shall be completed in accordance with 23 Pa.C.S. § § 6301—6385 (relating to the Child Protective Services Law) and Chapter 3490 (relating to protective services).

Description of Violation

Staff member B was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member E was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member F was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member I was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member L was hired on and did not obtain required PSP clearances until 9/22/22, and Child Abuse Clearance until 11/14/22.
Staff member T was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member U was hired on and did not obtain required PSP clearances until 9/22/22.
Staff member W was hired on and did not obtain required PSP clearances until 9/22/22
Staff member AG was hired on and did not obtain required PSP clearances until 9/22/22
Staff member AH was hired on and did not obtain required PSP clearances until 9/22/22
Staff member AL was hired on and did not obtain required PSP clearances until 9/22/22
Staff member AO was hired on and did not obtain required PSP clearances until 9/22/22
Staff member AS was hired on and did not obtain required PSP clearances until 9/22/22

Staff member C was hired on and facility did not obtain required PSP clearances.
Staff member G was hired on and facility did not obtain required PSP clearances.
Staff member H was hired on and facility did not obtain required PSP clearances.
Staff member N was hired on and facility did not obtain required PSP clearances.
Staff member S was hired on and facility did not obtain required PSP clearances.
Staff member Y was hired on and facility did not obtain required PSP clearances.
Staff member AA was hired on and facility did not obtain required PSP clearances.
Staff member AE was hired on and facility did not obtain required PSP clearances.
Staff member AJ was hired on and facility did not obtain required PSP clearances.
Staff member AK was hired on and facility did not obtain required PSP clearances.
Staff member AP was hired on and facility did not obtain required PSP clearances.
Staff member AT was hired on and facility did not obtain required PSP clearances.

3800.51 Child Abuse and Criminal History Checks (continued)

Staff member AA was hired on [redacted] and facility did not obtain FBI clearances until 1/13/22
Staff member K was hired on [redacted] and facility did not obtain required FBI clearances.
Staff member N was hired on [redacted] and facility did not obtain required FBI clearances.

Plan of Correction ***Accept ([redacted] - 01/06/2023)***

New hires are required to have PSP, Child Abuse, and FBI Clearances prior to their start date. HR Director will assure all required clearances are on file prior to start date. If clearances are not received prior to start date, start date will be postponed and rescheduled once clearances are on file.

New hire checklist (attached) has been adopted and will be implemented for New Hires effective immediately.

** HR Director to submit New Hire audit tracking to L 10 team*
** Leadership team (L 10) to review New Hire checklists during weekly leadership team meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

3800.55 Child Care Worker

3. Requirements

3800.55.g. The child care worker shall have a high school diploma or general education development certificate.

Description of Violation

Facility does not have documentation that Staff persons A, C, G, K, M, N, P, S, T, Y, Z, AA, AD, AE, AJ, AK, AP, and AT has the minimum child care educational qualifications.

Plan of Correction ***Accept ([redacted] - 01/06/2023)***

New hires are required to have to show proof of education prior to their start date. Supervisory hires must also have documentation of previous experience recorded.

HR Manager to assure documentation on file. If no proof is made available, start date to be postponed until it is obtained.
** HR Manager to submit New Hire audit tracking to L 10 team*

** Leadership team (L 10) to review New Hire checklists during weekly leadership team meetings.*
Of staff noted, only 2 are current employees.
**Diploma for "T" is attached*
** "A" has reached out to [redacted] HS but was told [redacted] record could not be found. [redacted] along with [redacted], are seeking out alternative methods to validate education by 1/20/23*
• Current childcare worker "A" without proof of education will be obtained within 30 days.

Licensee's Proposed Overall Completion Date: *01/20/2023*

Implemented ([redacted] - 04/10/2023)

3800.58 Staff Training

4. Requirements

3800.58 Staff Training *(continued)*

3800.58.b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full time, part time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:

4. First aid, Heimlich techniques, cardiopulmonary resuscitation and universal precautions.

3800.58.c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff persons A, J, X, and AT did not have training in First Aid/CPR within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Plan of Correction ***Accept ([redacted] - 01/06/2023)***

"A" now completed

"J" was completed prior to hire (see attached)

"X" and "AT" no longer employed

HR Manager is responsible to assure CPR trainings are scheduled and staff have completed within 120 days. Staff who have not met requirement by deadline will be suspended until requirement is met.

** HR Manager to submit New Hire audit tracking to L-10 team*

** Leadership team (L-10) to review New Hire checklists during weekly leadership team meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

5. Requirements

3800.58.a. Prior to working with children, each staff person who will have regular and significant direct contact with children, including part time and temporary staff persons and volunteers, shall have an orientation to the person's specific duties and responsibilities and the policies and procedures of the facility, including reportable incident reporting, discipline, care and management of children, medication administration and use of restrictive procedures.

3800.58.c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff person G, AA, AE, AH, and AJ did not complete an orientation to the person's specific duties and responsibilities and policies and procedures of the facility, including reportable incident reporting, discipline, care and management of children, medication administration and use of restrictive procedures prior to working with children.

Staff person H did not complete orientation training on incident reporting.

Staff person L did not complete orientation training on facilities policies and procedures.

Staff person N did not have orientation training ion the topic of reportable incident reporting.

Staff person T did not complete an orientation to the person's specific duties and responsibilities and policies and procedures of the facility, including reportable incident reporting, and use of restrictive procedures prior to working with children.

Staff person U did not complete an orientation to include reportable incident reporting prior to working with children. Training on reportable incident reporting occurred on 8/16/22.

Staff person W did not complete an orientation to include reportable incident reporting prior to working with children. Training on reportable incident reporting occurred on 10/14/22.

Staff person AR did not complete an orientation to include reportable incident reporting prior to working with

3800.58 Staff Training (continued)

children. Training on reportable incident reporting occurred on 10/11/22.
Staff person Z did not complete orientation training on incident reporting.
Staff person AA did not complete an orientation to include reportable incident reporting prior to working with children. Training on reportable incident reporting occurred on 10/26/22.
Staff person AP did not complete orientation training on incident reporting.
Staff person AT did not complete orientation training on incident reporting.

Plan of Correction ***Accept (- 02/17/2023)***

"G","AA", "AE", "AJ", "AP", "AT", "Z", "H", "N", no longer on staff
"T" signed off on Duties (See Attached")
"L" complete P&P review on 10/14/23 (See Attached)
Remaining staff now up to date after completing in October 2022

**HR Manager to assure IR training occurs during orientation and prior to staff working with children.*
** HR Manager to submit New Hire audit tracking to L 10 team*
** Leadership team (L 10) to review New Hire checklists during weekly leadership team meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

6. Requirements

3800.58. Staff training.

b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:
   2. 23 Pa.C.S. § § 6301—6385 (relating to child protective services law) and Chapter 3490 (relating to protective services).
   3. Fire safety.
   4. First aid, Heimlich techniques, cardiopulmonary resuscitation and universal precautions.
   5. Crisis intervention, behavior management and suicide prevention.
   6. Health and other special issues affecting the population.

c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff person L was hired on [redacted] and did not have Mandated Reporter Training within 90 days. Training did not occur until 9/22/22.
Staff person N was hired on [redacted] and did not have Mandated Reporter Training within 90 days.
Staff person T was hired on [redacted] and did not have Mandated Reporter Training within 90 days. Training did not occur until 10/11/22.
Staff person W was hired on [redacted] and did not have Mandated Reporter Training within 90 days. Training did not occur until 8/17/22.
Staff person Y was hired on [redacted] and did not have Mandated Reporter Training within 90 days.
Staff person AC was hired on [redacted] and did not have Mandated Reporter Training within 90 days. Training did not occur until 10/31/22.
Staff person AK was hired on [redacted] and did not have Mandated Reporter Training within 90 days.

3800.58 Staff Training *(continued)*

Plan of Correction ***Accept (- 01/06/2023)***

**All current staff are up to date with Mandated reporter training*

**Effectively immediately, HR Manager will assure first week orientation for all new employees to complete PA Mandated Reporter Training.*

** HR Manager to submit New Hire audit tracking to L-10 team*

**Audit review of New Hire Checklists to be completed as part of Weekly Leadership (L-10) meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

7. Requirements

3800.58. Staff training.

b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:
   1. The requirements of this chapter.
   2. 23 Pa.C.S. § § 6301—6385 (relating to child protective services law) and Chapter 3490 (relating to protective services).
   3. Fire safety.
   4. First aid, Heimlich techniques, cardiopulmonary resuscitation and universal precautions.
   5. Crisis intervention, behavior management and suicide prevention.
   6. Health and other special issues affecting the population.

c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff person G hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person L hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person S hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person Y hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person AA hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person AK hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

Staff person AP hired did not have training in the requirements of Chapter 3800 within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire.

3800.58 Staff Training *(continued)*

Plan of Correction ***Accept (- 02/17/2023)***

**3800 training has been added to the Relais training system*

**All current staff have completed training*

**HR Manager is responsible to assure 3800 training is completed with first 5 days of hire and prior to staff working with children*

** HR Manager to submit New Hire audit tracking to L-10 team*

**Leadership team to audit compliance as part of weekly leadership meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

8. Requirements

3800.58.b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:

5. Crisis intervention, behavior management and suicide prevention.

3800.58.c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

3800.58.e. Each staff person who will have regular and significant direct contact with children, shall complete training in first aid, Heimlich techniques and cardiopulmonary resuscitation at least every year. If a staff person has a formal certification from a recognized health care organization which is valid for more than 1 year, retraining is not required until expiration of the certification.

Description of Violation

Staff person Q did not have formal certification from a recognized health care organization that they completed training in First Aid/CPR within 24 months per the guidelines of the health care organization. Initial training was 9/30/20 and was not updated until 11/3/22.

Staff person L did not have formal certification from a recognized health care organization that they completed training in First Aid within 24 months per the guidelines of the health care organization. Initial training was 8/11/20 and was not updated until 11/3/22.

Staff person AI was hired on , but formal certification from a recognized health care organization that the staff completed a First Aid/CPR course prior to working with children and within 120 days of hire. Certification was obtained on 4/21/22.

Staff person AM did not have formal certification from a recognized health care organization that they completed training in First Aid/CPR within 24 months per the guidelines of the health care organization. Initial training expired in February 2022, and was not updated until 3/12/22.

Staff person AN did not have formal certification from a recognized health care organization that they completed training in First Aid/CPR within 24 months per the guidelines of the health care organization. Initial training expired on 10/5/22, and was not updated until 11/23/22.

Plan of Correction ***Accept (- 02/17/2023)***

**Recurrent CPR trainings are now scheduled monthly with a certified CPR/First Aid instructor.*

**New staff will complete trainings within 30 days, but no longer than 120 days,*

**Staff who do not complete training within 120 days will be suspended until training requitement is met*

**HR Manager to assure staff are compliant with initial and ongoing training requirements*

3800.58 Staff Training (continued)

** HR Manager to submit New Hire audit tracking to L-10 team*

**Administrative Assistant will keep staff log to track when renewals are due*

**Leadership team to audit training files as part of weekly leadership meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

9. Requirements

3800.58. Staff training.

b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:

3. Fire safety.

c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff person L was hired on and did not have training in fire safety within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire. Training for staff L occurred on 9/22/22.

Staff person T was hired on and did not have training in fire safety within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire. Training for staff T occurred on 10/21/22.

Staff person W was hired on and did not have training in fire safety within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire. Training for staff T occurred on 8/3122.

Plan of Correction ***Accept (- 02/17/2023)***

** Fire Safety is part of New Hire orientation and yearly thereafter*

**HR Manager to assure new staff have completed training within first 5 days*

**HR Manager to assure staff are meeting annual training hours/requirements*

** HR Manager to submit New Hire audit tracking to L-10 team*

**Leadership team to audit training documents during weekly leadership meetings*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

10. Requirements

3800.58. Staff training.

b. Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas:

5. Crisis intervention, behavior management and suicide prevention.

c. If a staff person has completed the training required in subsection (b) within 12 months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

Description of Violation

Staff person AH hired did not have training in crisis intervention within 120 days of hire and prior to working alone with children. There is no evidence that the training had been obtained within 12 months prior of date of hire. Staff AH completed the training on 11/16/22.

3800.58 Staff Training *(continued)*

Plan of Correction ***Accept (- 02/17/2023)***

**Enrollment Director will conduct monthly Safety care/CI training*
**HR Manager to assure all new staff complete training within 30 days of hire but no later than 120 days*
**Staff who do not have training complete within 120 days will be suspended until completion occurs.*
** HR Manager to submit New Hire audit tracking to L 10 team*
**Leadership team to audit training records during weekly Leadership Meetings.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.132 Fire Drills

11. Requirements

3800.132.a. An unannounced fire drill shall be held at least once a month.

Description of Violation

The facility did not conduct an unannounced fire drill at least once a month. There were no fire drills conducted for August 2022, and October 2022. It is noted that the facility conducted intruder drills during these months, however the residents sheltered in place, rather than evacuate the facility.

Plan of Correction ***Accept (- 02/17/2023)***

**Overnight fire drill is scheduled week of 12/27/23*
**New Log created to align with 3800 regs (see Attached)*
**Residential Director is responsible party to assure all Fire Drills are carried out per 3800 guidelines.*
** Residential Director to submit Fire Drill audit tracking to L 10 team*
**Leadership to review compliance during weekly leadership (L 10) meetings*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

12. Requirements

3800.132.c. A written fire drill record shall be kept of the date, time, the amount of time it took for evacuation, the exit route used, the number of children in the facility at the time of the drill, problems encountered and whether the fire alarm or smoke detector was operative.

Description of Violation

The fire drill records at the facility do not indicate if the fire alarm or smoke detector was operative.

Plan of Correction ***Accept (- 02/17/2023)***

**Overnight fire drill is scheduled week of 12/27/23*
**New Log created to align with 3800 regs (see Attached)*
**Residential Director responsible party to assure all Fire Drills are carried out per 3800 guidelines.*
** Residential Director to submit Fire Drill audit tracking to L 10 team*
**Leadership to review compliance during weekly leadership (L 10) meetings*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

13. Requirements

3800.132 Fire Drills *(continued)*

3800.132.e. A fire drill shall be held during sleeping hours at least every 6 months.

Description of Violation

The facility did not conduct a fire drill during sleeping hours at least every 6 months. Last fire drill that occurred during sleep hours was on 12/27/2021.

Plan of Correction ***Accept (- 02/17/2023)***

**Overnight fire drill was conducted week of 12/28/23*

**New Log created to align with 3800 regs (see Attached)*

**Residential Director is responsible party to assure all Fire Drills are carried out per 3800 guidelines.*

** Residential Director to submit Fire Drill audit tracking to L-10 team*

**Leadership to review compliance during weekly leadership (L-10) meetings*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.141 Child Health and Safety Assessment

14. Requirements

3800.141.a. A child shall have a written health and safety assessment within 24 hours of admission.

Description of Violation

Child D did not have a written health and safety assessment within 24 hours of admission. Child was admitted on [redacted] and did not have a health and safety assessment until 7/28/2022

Plan of Correction ***Accept (- 02/17/2023)***

**RN and Primary therapist are to complete the health and safety assessment within 24 hours*

** Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit New Admit audit trail to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.142 Health and Safety Plan

15. Requirements

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.

Description of Violation

Child E's health and safety assessment identified a health or safety risk, and the facility did not write or implement a plan within 24 hours after the assessment is completed to protect the child. Child was admitted on [redacted] and safety plan was not completed until 2/18/2022

Plan of Correction ***Accept (- 02/17/2023)***

** Primary therapist is to complete the health and safety assessment within 24 hours and develop written plan into ISP within 24 hours*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit New Admit audit trail to L-10 team*

3800.142 Health and Safety Plan (continued)

**Leadership team (L-10) to conduct audit of clinical compliance records weekly*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

16. Requirements

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.

Description of Violation

Child F's health and safety assessment on 5/5/2022 identified a health or safety risk of [redacted], and the facility did not write or implement a plan within 24 hours to protect the child.

Plan of Correction ***Accept ([redacted] - 02/17/2023)***

**RN is to complete the health and safety assessment within 24 hours and monitor for any changes in condition.*

**Upon admission assessment and any changes in condition after assessment, RN/Therapist to update safety plan*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

17. Requirements

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.

Description of Violation

Child G's health and safety assessment on 9/13/2022 identified a health or safety [redacted], and the facility did not write or implement a plan within 24 hours to protect the child.
On 11/27/2022 Child G went to the emergency room and the paperwork identified an [redacted]. The facility did not write or implement a plan within 24 hours to protect the child.

Plan of Correction ***Accept ([redacted] - 02/17/2023)***

**RN is to complete the health and safety assessment within 24 hours and monitor for any changes in condition.*

**Upon admission assessment and any changes in condition after assessment, RN/Therapist to update safety plan*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

18. Requirements

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.

Description of Violation

Child B's health and safety assessment identified a health or safety risk of self-harm, and the facility did not write or

3800.142 Health and Safety Plan (continued)

implement a plan within 24 hours after the assessment is completed to protect the child.

Plan of Correction ***Accept (- 02/17/2023)***

**Primary therapist is responsible to complete the health and safety assessment within 24 hours and develop written plan into the ISP*

** Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit New Admit audit trail to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

19. Requirements

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.

Description of Violation

Child C's health and safety assessment identified a health or safety risk of suicidal ideation, and the facility did not write or implement a plan within 24 hours after the assessment is completed to protect the child.

Plan of Correction ***Accept (- 02/17/2023)***

** Primary therapist is to complete the health and safety assessment within 24 hours and develop written plan into ISP within 24 hours*

** Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit New Admit audit trail to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.144 Dental Care

20. Requirements

3800.144.b. A child who is 3 years of age or older shall have a dental examination performed by a licensed dentist and teeth cleaning performed by a licensed dentist or dental technician at least semiannually. If a child has not had a dental examination and teeth cleaning within 6 months prior to admission, a dental examination and teeth cleaning shall be performed within 30 days after admission.

Description of Violation

Child E did not have dental exams in accordance with the AAP dental recommendations. Child E had a dental exam prior to placement . Child would have needed an appointment within 30 days of placement, but no appointment was secured.

Child F did not have dental exams in accordance with the AAP dental recommendations. Child had a dental exam prior to placement, however it was not within the recommended timeframe of 6 months. The facility did not secure an appointment with 30 days of placement.

Plan of Correction ***Accept (- 01/06/2023)***

**Enrollment Director to assure updated dental records are included in pre-admission paperwork*

** RN is to track date of next dental exam due date*

3800.144 Dental Care (continued)

**RN responsible to work with family to arrange dental exam within 6 months of last exam when indicated.*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L-10 team*

**Leadership team (L-10) to conduct audit of clinical compliance records weekly.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.151 Staff Health Statement

21. Requirements

3800.151. A staff person or volunteer who comes into direct contact with the children or who prepares or serves food, shall have a statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter, stating that the person is free of serious communicable disease that may be spread through casual contact or that the staff person has a serious communicable disease that may be spread through casual contact but is able to work in the facility if specific precautions are taken that will prevent the spread of the disease to children.

Description of Violation

Staff O was hired on had did not have the required health statement until 2/3/22.
Staff AF was hired on and the staff physical dated 6/30/22, did not state if AF was free/not free of serious communicable disease.
Staff AJ was hired on , and the staff physical dated 1/23/22, did not state if AJ was free/not free of serious communicable disease.

Staff person D did not have the required health statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter.
Staff person AN did not have the required health statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter.
Staff person AQ did not have the required health statement signed and dated by a licensed physician, certified registered nurse practitioner or licensed physician's assistant, within 12 months prior to working with children or food service and every 2 years thereafter.

Plan of Correction ***Accept (- 01/06/2023)***

**All staff will have the required exams completed prior to their start date and results uploaded into their personnel file by HR Manager*
**HR manager will maintain an employee log to track when renewal screenings/exams are due via staff tracking log*
**Leadership (L-10) team will monitor for compliance weekly for current staff as well as all new hires moving forward.*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.224 Development of the ISP

22. Requirements

3800.224.e. Persons who participated in the development of the ISP shall sign and date the ISP, with the exception of the child, the child's parent and, if applicable, the child's guardian or custodian, who shall be given

3800.224 Development of the ISP *(continued)*

the opportunity to sign the ISP.

Description of Violation

The ISP dated 4/18/22 for child B does not contain signatures or evidence of the opportunity to sign the ISP being provided to all parties.

Plan of Correction ***Accept (- 01/06/2023)***

** Primary therapist is to send written notice to parents/guardians advising them of ISP meeting*

**Primary therapist to upload initiation into Best Notes Invitation folder*

**Primary Therapist to obtain signature via Best Notes PIN or uploading signed plan into Best Notes Treatment Plan folder*

** Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L 10 team*

**Leadership team (L 10) to conduct audit of clinical compliance records weekly*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

23. Requirements

3800.224.c. Reasonable effort shall be made to involve the child and the child's parent and, if applicable, a guardian or custodian, in the development of the ISP at a time and location convenient for the child, the child's parent, the child's guardian or custodian, if applicable, and the facility.

3800.224.d. Documentation of reasonable efforts made to involve the child's parent and, if applicable, guardian or custodian, shall be kept.

Description of Violation

Child B's record does not reflect that reasonable efforts were made by the facility to involve responsible parties of child and parents for the ISP dated 4/8/2022.

Plan of Correction ***Accept (- 01/06/2023)***

** Primary therapist is to send written notice to parents/guardians advising them of ISP meeting*

**Primary therapist to upload invitation into Best Notes Invitation folder*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L 10 team*

**Leadership team (L 10) to conduct audit of clinical compliance records weekly*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

3800.229 Education

24. Requirements

3800.229. Under 22 Pa. Code Chapters 11, 14 and 15 (relating to student attendance; special education services and programs; and protected handicapped students), each child who is of compulsory school age shall participate in a Department of Education-approved school program or an educational program under contract with the local public school district.

Description of Violation

No notification of admission to facility education form was found in file for Child A.

Child E was admitted on . The notification of admission to facility education form was sent on 2/18/2022.

Plan of Correction ***Accept (- 01/06/2023)***

** Academic Coordinator is to send written notice to local school district advising them of child's admission to Pocono*

3800.229 Education (continued)

**Academic Coordinator to upload notice into Best Notes Education folder*

**Clinical Director, responsible to audit charts weekly to assure compliance*

**Clinical Director to submit audit tracking to L 10 team and maintain copy on file*

**Leadership team (L 10) to conduct audit of clinical compliance records weekly*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

Clearances

25. Requirements

6344.b.1. Pursuant to 18 Pa.C.S. Ch. 91 (relating to criminal history record information), a report of criminal history record information from the Pennsylvania State Police or a statement from the Pennsylvania State Police that the State Police central repository contains no such information relating to that person. The criminal history record information shall be limited to that which is disseminated pursuant to 18 Pa.C.S. § 9121(b)(2) (relating to general regulations)

Description of Violation

Staff member B was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member E was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member F was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member I was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member L was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member T was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member U was hired on [redacted] and did not obtain required PSP clearances until 9/22/22.
Staff member W was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member AG was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member AH was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member AL was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member AO was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member AS was hired on [redacted] and did not obtain required PSP clearances until 9/22/22
Staff member C was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member G was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member H was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member N was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member S was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member Y was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AA was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AE was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AJ was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AK was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AP was hired on [redacted] and facility did not obtain required PSP clearances.
Staff member AT was hired on [redacted] and facility did not obtain required PSP clearances.

Clearances (continued)

Plan of Correction ***Accept (- 01/06/2023)***

**New hires are required to have PSP, Child Abuse, and FBI Clearances prior to their start date.*
**HR Manager will assure all required clearances are on file prior to start date.*
**If clearances are not received prior to start date, start date will be postponed and rescheduled once clearances are on file.*
New hire checklist (attached) has been adopted and will be implemented for New Hires and track renewal due dates on an ongoing basis effective immediately.
** HR Manager to submit New Hire audit tracking to L-10 team*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented (- 04/10/2023)

26. Requirements

6344.b.3. A report of Federal criminal history record information. The applicant shall submit a full set of fingerprints in a manner prescribed by the department. The Commonwealth shall submit the fingerprints to the Federal Bureau of Investigation in order to obtain a report of Federal criminal history record information and serve as intermediary for the purposes of this section.

Description of Violation

Staff member AA was hired on and facility did not obtain FBI clearances until 1/13/22

Clearances (continued)

Staff member K was hired on [redacted] *and facility did not obtain required FBI clearances.*

Staff member N was hired on [redacted] *and facility did not obtain required FBI clearances.*

Plan of Correction ***Accept ([redacted] - 02/17/2023)***

**"K" & "N" are no longer employed at program*
**New hires are required to have PSP, Child Abuse, and FBI Clearances prior to their start date.*
**HR Manager will assure all required clearances are on file prior to start date.*
**If clearances are not received prior to start date, start date will be postponed and rescheduled once clearances are on file.*
**New hire checklist (attached) has been updated and will be implemented for New Hires and to track ongoing required updates effective immediately.*
** Documentation of Supervisor Experience/Education will be maintained in their respective personnel files.*
** HR Manager to submit New Hire audit tracking to L 10 team*
**L 10 team to audit tracking tool to assure compliance*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)

27. Requirements

6344.b.2. A certification from the department as to whether the applicant is named in the central register as the perpetrator of a founded report of child abuse, indicated report of child abuse, founded report for school employee or indicated report for school employee

Description of Violation

Staff member L was hired on [redacted] *and did not obtain required Child Abuse Clearance until 11/14/22.*

Plan of Correction ***Accept ([redacted] - 02/17/2023)***

**New hires are required to have PSP, Child Abuse, and FBI Clearances prior to their start date.*
**HR Manager will assure all required clearances are on file prior to start date.*
**If clearances are not received prior to start date, start date will be postponed and rescheduled once clearances are on file.*
New hire checklist (attached) has been updated and will be implemented for New Hires and ongoing compliance tracking effective immediately.
** HR Manager to submit New Hire audit tracking to L 10 team*

Licensee's Proposed Overall Completion Date: *01/09/2023*

Implemented ([redacted] - 04/10/2023)