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

September 27, 2024

[redacted], EXECUTIVE VP OF PA RESIDENTIAL
KIDSPEACE NATIONAL CENTERS, INC.
[redacted]

RE: ROSS HOUSE
5300 KIDSPEACE DRIVE
ORCHARD HILLS CAMPUS
OREFIELD, PA, 18069
LICENSE/COC#: 20697

Dear [redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families licensing inspections on of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is: Acceptable

Please submit documentation verifying compliance in SansWrite as corrective actions are implemented. The Department will review this documentation to determine compliance. Please note that in order for the Department to verify your compliance, you are required to upload documentation into SansWrite AFTER the Plan of Correction has been accepted by the Department, and not with the initial submission of your Plan of Correction.

Submit documentation electronically by **10/15/2024**.

If you need assistance regarding submission of evidence to demonstrate compliance, please contact me at [redacted] or email [redacted]

Sincerely,

[redacted]

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Office of Children, Youth and Families

Agency/Facility Information

Name: *ROSS HOUSE*
Address: *5300 KIDSPEACE DRIVE, OREFIELD, PA 18069*
County: *LEHIGH*
License Number: *20697*
License Expiration: *04/15/2025*

Administrator

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

Legal Entity

Name: *KIDSPEACE NATIONAL CENTERS, INC.*
Address: [redacted]

Inspection Information

Start Date: *08/05/2024* **End Date**: *08/30/2024* **Type**: *Complaint* **Notice**: *Announced Visit*
Inspector(s): *Brian Steve*

Inspection Narrative

CPS investigation [redacted] was Unfounded on [redacted]. It was determined that the alleged perpetrators (staff members A & B) did not endanger the victim child's (VC's) life or health by engaging in per se acts.

However, cellphone video footage from the date of the CPS incident [redacted] noted staff member A grabbing the VC's face/cheeks and head while the VC was face down on the ground. Staff members A & B are also noted to kick the VC on his back and under his buttocks while the VC remained face down. The actions of staff members A & B were in violation of regulation 3800.32(c): A child has the right to be treated with fairness, dignity, and respect.

KidsPeace staff member C recorded video of the incident on their personal cell phone on [redacted] and failed to report the incident to ChildLine in violation of regulation 3800.15(a): The facility shall immediately report suspected abuse of a child in accordance with 23 Pa.C.S. § § 6301 6385 (relating to the Child Protective Services Law) and Chapter 3490 (relating to protective services).

KidsPeace staff member C also forwarded personal cell phone video of the incident to another KidsPeace staff member who was terminated prior to the date of the CPS referral in violation of 3800.20(a)(1): The facility shall comply with the following statutes and regulations relating to confidentiality of records, to the extent applicable: 23 Pa.C.S. § § 6301 6385 (relating to the Child Protective Services Law).

Inspections / Reviews

08/05/2024 Complaint

Lead Inspector: [redacted] **Follow-Up Type**: *POC Submission* **Follow-Up Date**: *09/15/2024*

09/27/2024 - POC Submission

Submitted By: [redacted] **Date Submitted**: *09/13/2024*
Reviewer: [redacted] **Follow-Up Type**: *Document Submission* **Follow-Up Date**: *10/15/2024*

3800.15 Child Abuse

1. Requirements

3800.15.a. The facility shall immediately report suspected abuse of a child 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

On [redacted], facility staff member C failed to file a report of suspected child abuse of a child as required by the Child Protective Services Law. Staff member C recorded video of the incident on their personal cell phone and failed to report the incident to ChildLine.

Plan of Correction ***Accept ([redacted] - 09/27/2024)***

• Upon receipt of this video, the Program Director and Senior Director contacted Staff Members A, B, and C on 8/6/24. Discussion focused on the incident and the actions of all staff members, if there was awareness of the video, and the failure to report this incident. During this discussion, Staff Members A, B, and C were placed on administrative leave pending further review of the situation.

o Upon conclusion of the investigation, Staff Member A received the next step in disciplinary action according to their current HR file

o Upon conclusion of the investigation, Staff Member B received the next step in disciplinary action according to their current HR file

o Staff Member C resigned from his position while the investigation was being completed.

• The following polices will be reviewed with all treatment team members of the Ross House, target of completion will be September 30th. Policies will be explained and each staff member will sign off to indicate that they understand and will comply with the following policy:

o SOP.PA.13 Procedures for Reporting of Suspected Abuse – discussion surrounding Pennsylvania CPSL law, appropriate reporting procedures and critical reporting of abuse immediately.

Licensee's Proposed Overall Completion Date: *09/30/2024*

3800.20 Confidentiality of Records

2. Requirements

3800.20.a. The facility shall comply with the following statutes and regulations relating to confidentiality of records, to the extent applicable:

1. 23 Pa.C.S. § § 6301—6386 (relating to Child Protective Services Law).

Description of Violation

Facility staff member C violated the confidentiality of child A in that they forwarded personal cell phone video of the incident to another KidsPeace staff member who was terminated prior to the date of the CPS referral.

Plan of Correction ***Accept [redacted] - 09/27/2024)***

o In tandem with citation 3800.15.a, the following policies will be reviewed with all treatment team members of the Ross House, target completion will be September 30th. Policies will be explained and each staff member will sign off to indicate that they understand and will comply with the following policies:

o CORP.204 - HIPAA Compliance

o SOP.PA.R.01 – Personal Belongings – cellphone will be reviewed - focusing on Section D. under Associates are not allowed to – ii. Take pictures, video or audio of clients or KidsPeace Associates or property using your cellular or

3800.20 Confidentiality of Records (continued)

mobile devices

Licensee's Proposed Overall Completion Date: *09/30/2024*

3800.32 Specific Rights

3. Requirements

3800.32.c. A child has the right to be treated with fairness, dignity and respect.

Description of Violation

On [redacted], child A was not treated with fairness, dignity, and respect by staff members A & B. Cellphone video footage from the date of the CPS incident noted staff member A grabbing the VC's face/cheeks and head while the VC was face down on the ground. Staff members A & B are also noted to kick the VC on [redacted] back and under [redacted] buttocks while the VC remained face down.

Plan of Correction ***Accept [redacted] - 09/27/2024)***

o The following polices will be reviewed with all treatment team members of the Ross House, target of completion will be September 30th. Policies will be explained and each staff member will sign off to indicate that they understand and will comply with the following policy:

o PAR.4100 Protecting Client's Rights and Responsibilities for Pennsylvania Residential Programs

o PAR.4200 Restraint Use in Pennsylvania Residential Treatment Programs discussion surrounding H. 6. "Tap out", is the process that associates utilize to intervene in a crisis situation when a fellow associate is unable to respond in an effective fashion and demonstrate a commitment to the social responsibilities and non violence.

o ORG.4213 Crisis Prevention and Intervention

o CORP.300 Model of Care

Licensee's Proposed Overall Completion Date: *09/30/2024*

4. Requirements

3800.32.b. A child may not be abused, mistreated, threatened, harassed or subject to corporal punishment.

Description of Violation

On [redacted] child A was mistreated by staff members A & B. Cellphone video footage from the date of the CPS incident noted staff member A grabbing the VC's face/cheeks and head while the VC was face down on the ground. Staff members A & B are also noted to kick the VC on [redacted] back and under [redacted] buttocks while the VC remained face down.

Plan of Correction ***Accept [redacted] - 09/27/2024)***

• The following polices will be reviewed with all treatment team members of the Ross House, target of completion will be September 30th. Policies will be explained and each staff member will sign off to indicate that they understand and will comply with the following policy:

o PAR.4100 Protecting Client's Rights and Responsibilities for Pennsylvania Residential Programs

o PAR.4200 Restraint Use in Pennsylvania Residential Treatment Programs discussion surrounding H. 6. "Tap out", is the process that associates utilize to intervene in a crisis situation when a fellow associate is unable to respond in an effective fashion and demonstrate a commitment to the social responsibilities and non violence.

o ORG.4213 Crisis Prevention and Intervention

3800.32 Specific Rights (continued)

o CORP.300 – Model of Care

- ***Staff Member A will be assigned the following trainings with a target completion date of October 15th**:*

o Attend a GAP forum with the Program Staff Development Specialist in which the topic is boundaries, de-escalation, and crisis management
o A 1:1 meeting with the Director of Training discussing the topic of boundaries, de-escalation, and crisis management as well as appropriate tap-out procedures
o Attend the monthly residential specific training in which the focal point will surround crisis prevention and intervention, de-escalation, and boundaries.

Licensee's Proposed Overall Completion Date: *09/30/2024*