



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

<b>Agency:</b>	Good Samaritan Society Boise Village	<b>Region(s):</b>	4
<b>Agency Type:</b>	Residential Habilitation Agency	<b>Survey Dates:</b>	10/27/2015-10/28/2015
<b>Certificate(s):</b>	RHA-4218	<b>Certificate(s) Granted:</b>	<input type="checkbox"/> 6 - Month Provisional <input type="checkbox"/> 1 - Year Full <input checked="" type="checkbox"/> 3 - Year Full

<b>Rule Reference/Text</b>	<b>Findings</b>	<b>Agency's Plan of Correction (Please refer to the Statement of Deficiencies cover letter for guidance)</b>	<b>Date to be Corrected (mm/dd/yyyy)</b>
16.04.17.300.08. 300. POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 08. Personnel. Personnel qualifications, responsibilities, and job description. (7-1-95)	Review of agency documentation revealed that the agency lacked a policy and procedure reflecting Personnel qualifications, responsibilities and job description.	<ol style="list-style-type: none"> <li><i>The policy and procedure manual will update all job descriptions to include required qualifications, detailed job responsibilities, and functions.</i></li> <li><i>All CLP staff has potentially been affected as detailed job descriptions and required qualifications were not included in the policy and procedure manuals. The Policy and Procedure manual will add the job descriptions of the Director, Assistant Director/Office Manager, and Float/Universal Worker to the Universal Worker job description already contained in the manual. These job descriptions will be updated to include detailed job specific requirements, job descriptions,</i></li> </ol>	3/31/2016



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		<p><i>and all pertinent job functions and responsibilities to enable staff</i></p> <p><i>3. The Community Living Program Director will ensure all staff are given an amended copy of their, job specific, job description</i></p> <p><i>4. A signed acknowledgment that the staff received and understood their job description will provided to each staff with copies placed on file in the CLP office and reviewed on staff yearly employment anniversary orientation. Quarterly file audits will be performed to ensure all CLP staff has current/signed job descriptions on file.</i></p>	
<p>16.04.17.402.01.e. 402. PARTICIPANT RIGHTS. 01. Responsibilities. Each residential habilitation agency must develop and implement a written policy outlining the personal, civil, and human rights of all participants. The policy protects and promotes the rights of each participant</p>	<p>Review of agency documentation revealed that the agency's policy and procedure outlining participant rights failed to include the following:</p> <p>16.04.17.402.01.e.Ensure participants are not compelled to perform services for the agency, its employees, or</p>	<p><i>1. The CLP Participant Rights will be amended to include the following language. "All Community Living Program Participants will not be compelled to perform services for the Good Samaritan Society Community Living Program, The Evangelical Lutheran Good Samaritan Society, or any business</i></p>	<p>02/29/2016</p>



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<p>and includes the following: e. Ensure that participants are not compelled to perform services for the agency, its employees, or contractors and ensure that participants who do work for the agency, its employees, or contractors, are compensated for their efforts at prevailing wages and commensurate with their abilities; (3-29-12)</p>	<p>contractors and ensure that participants who do work for the agency, its employees, or contractors, are compensated for their efforts at prevailing wages and commensurate with their abilities. All changes to the participant rights will be explained to the participant and/or legal guardian and copies of the signed/dated acknowledgments will be retained in the participant files at their homes and in the CLP office.</p>	<p><i>associates or employees. If a participant is employed by the aforementioned agencies they will receive compensation equal to the current job specific wage scales and be allowed to perform according to their abilities".</i></p> <p>2. All CLP Participants were potentially affected as this was not in the original participants rights. All changes to the participant rights will be explained to the participant and/or legal guardian and copies of the signed/dated acknowledgments will be retained in the participant files at their homes and in the CLP office.</p> <p>3. <i>The CLP director and Licensed Social Worker will provide the original copy of the amended participant rights to all participants and legal guardians.</i></p> <p>4. <i>The CLP participant rights policy will be compared to the rights required by IDAPA to ensure all required topics are covered to ensure compliance. Annual</i></p>	



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		<i>audits will be conducted using the latest IDAPA rules and regulations. Quarterly participant file audits will be conducted to ensure all participants have a current; signed copy of the participant's rights in their file.</i>	
<p>16.04.17.402.01.f. 402. PARTICIPANT RIGHTS. 01. Responsibilities. Each residential habilitation agency must develop and implement a written policy outlining the personal, civil, and human rights of all participants. The policy protects and promotes the rights of each participant and includes the following: f. Ensure that participants have access to telephones, if living in a place other than their own home or the home of their family, with privacy for incoming and outgoing local and long distance calls except as contraindicated by factors identified within their plans of service; and (3-20-04)</p>	<p>Review of agency documentation revealed that the agency's policy and procedure outlining participant rights failed to include the following:  16.04.17.402.01.f. Ensure the participant has access to telephones if living in a place other than their own home or the home of their family, with privacy for incoming and outgoing local and long distance calls except as contraindicated by factors identified within their plans of service.</p>	<p>1. <i>The CLP Participant Rights will be amended to include the following language. "All participants of the Community Living Program reside in their own home and will have the right to private access to incoming and outgoing local and long distance calls unless restricted by factors defined in their plan of service. If participant's area unable to reside in their homes the CLP will provide phone access in accordance with the above rights".</i> 2. All CLP Participants were potentially affected as this was not in the original participants rights. All changes to the participant rights will be explained to the participant and/or legal guardian and</p>	<p>02/29/2016</p>



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		<p>copies of the signed/dated acknowledgments will be retained in the participant files at their homes and in the CLP office.</p> <p><i>3. The CLP director and Licensed Social Worker will provide the original copy of the amended participant rights to all participants and legal guardians.</i></p> <p><i>4. The CLP participant rights policy will be compared to the rights required by IDAPA to ensure all required topics are covered to ensure compliance. Annual audits will be conducted using the latest IDAPA rules and regulations. Quarterly participant file audits will be conducted to ensure all participants have a current; signed copy of the participant's rights in their file.</i></p>	
<p>16.04.17.402.01.g. 402. PARTICIPANT RIGHTS. 01. Responsibilities. Each residential habilitation agency must develop and implement a written policy outlining the</p>	<p>Review of agency documentation revealed that the agency's policy and procedure outlining participant rights failed to include the following:</p>	<p><i>1. The CLP Participant Rights will be amended to include the following language. "All CLP participants will have the right to participate or refuse participation in planned social, group,</i></p>	<p>02/29/2016</p>



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<p>personal, civil, and human rights of all participants. The policy protects and promotes the rights of each participant and includes the following: g. Ensure that participants have the opportunity to participate in social, religious, and community group activities. (3-20-04)</p>	<p>16.04.17.402.01.g. Ensure that participants have the opportunity to participate in social, religious, and community group activities.</p>	<p><i>and religious activities. CLP Participants have the right to engage in activities and socialization according to their interest, level of care, and desires unless restricted by factors defined in their plan of service."</i></p> <p>2. All CLP Participants were potentially affected as this was not in the original participants rights. All changes to the participant rights will be explained to the participant and/or legal guardian and copies of the signed/dated acknowledgments will be retained in the participant files at their homes and in the CLP office.</p> <p>3. <i>The CLP director and Licensed Social Worker will provide the original copy of the amended participant rights to all participants and legal guardians.</i></p> <p>4. <i>The CLP participant rights policy will be compared to the rights required by IDAPA to ensure all required topics are covered to ensure compliance. Annual</i></p>	



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		<p><i>audits will be conducted using the latest IDAPA rules and regulations. Quarterly participant file audits will be conducted to ensure all participants have a current; signed copy of the participant's rights in their file.</i></p>	
<p>16.04.17.405.01. 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 01. Interventions. Positive behavior interventions must be used prior to and in conjunction with, the implementation of any restrictive intervention. (3-20-04)</p>	<p>Review of agency documentation revealed that the agency lacked a policy and procedure outlining the use of positive behavior interventions prior to and in conjunction with, the implementation of any restrictive intervention.</p>	<p>1. <i>The CLP Policy and Procedure manual will be amended to include a policy and procedure that clearly defines restrictive interventions and when they are to be used. The use of positive interventions prior to any restrictive interventions will be clearly defined and outcomes will be documented.</i></p> <p>2. <i>The use of restrictive interventions are rarely used in the CLP however all participants were potentially affected as a detailed policy regarding positive and restrictive reinforcements was not included in the CLP policy and procedures manual.</i></p> <p>3. <i>The CLP Director and Lisenced Social Worker will be responsible for writing</i></p>	<p>02/29/2016</p>



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		<p><i>and implementing this policy.</i></p> <p><i>4. Staff will be educated to all the addendums in the policy and procedure manual with mandatory staff meetings to occur in February 2016. Signed training acknowledgments stating staff have received training and understand the changes will be placed in staff training files. CLP Policy and Procedures will be reviewed yearly on employees annual orientation and for all new hires.</i></p>	
<p>16.04.17.405.03. 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 03. No Punishment. Employees or contractors of the agency must not withhold food or hydration that contributes to a nutritionally adequate diet. (3-29-12)</p>	<p>Review of agency documentation revealed that the agency lacked a written policy and procedure outlining the use of no punishment.</p>	<p><i>1. The CLP Policy and Procedure manual will be amended to include specific language that addresses abuse and neglect. The Good Samaritan Society has a zero tolerance for abuse and neglect and includes punishment in this definition. The CLP policy and procedure manual will be amended to include a policy that clearly defines abuse and neglect. All forms of punishment will be classified as abuse, such as the withholding of food or hydration, and</i></p>	<p>02/29/2016</p>



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		<p><i>will be covered by the GSS zero tolerance policy.</i></p> <p><i>2. The lack of a policy prohibiting the use of punishment has the potential of affecting all CLP participants. Punishments will be treated as abuse and will be dealt with according to the corrective action process of the Good Samaritan Society.</i></p> <p><i>3. The CLP Director and Director of Human Resources will be responsible for writing and implementing this policy.</i></p> <p><i>4. Staff will be educated to all the addendums in the policy and procedure manual with mandatory staff meetings to occur in February 2016. Signed training acknowledgments stating staff has received training and understand the changes will be placed in staff training files. CLP Policy and Procedures will be reviewed yearly on employee's annual orientation and for all new hires.</i></p>	
16.04.17.405.08.	Review of agency documentation	1. The CLP Policy and Procedure manual	02/29/2016



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<p>405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 08. Use of Restraint on Participants. No restraints, other than physical restraint in an emergency, must be used on participants prior to the use of positive behavior interventions. The following requirements apply to the use of restraint on participants: (3-20-04)</p>	<p>revealed that the agency lacked a written policy and procedure outlining the use of restraints on participants.</p>	<p><i>will be amended to include specific language that addresses the use of restraints on CLP Participants. The policy will identify and clearly define what constitutes a restraint and will be in conjunction with the positive and restrictive intervention policy. The policy will detail how restraints must be used only in the event of an emergency.</i></p> <p><i>2. All CLP participants were potentially affected by the lack of a policy defining the use of restraints.</i></p> <p><i>3. The CLP Director and CLP Licensed Social Worker will be responsible for writing and implementing this policy.</i></p> <p><i>4. Staff will be educated to all the addendums in the policy and procedure manual with mandatory staff meetings to occur in February 2016. Signed training acknowledgments stating staff has received training and understand the changes will be placed in staff training files. CLP Policy and Procedures will be</i></p>	



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		<i>reviewed yearly on employee's annual orientation and for all new hires.</i>	
<p>16.04.17.405.08.a. 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 08. Use of Restraint on Participants. No restraints, other than physical restraint in an emergency, must be used on participants prior to the use of positive behavior interventions. The following requirements apply to the use of restraint on participants: a. Chemical restraint. Employees or contractors of the agency must not use chemical restraint unless authorized by an attending physician. (3-29-12)</p>	<p>Review of agency documentation revealed that the agency lacked a written policy and procedure outlining the use of chemical restraints on participants.</p>	<p><i>1. The use of chemical restraints is clearly defined in the Good Samaritan Society Policies and Procedures available through the GSS web portal to all Good Samaritan Society employees. We recognize that many of our CLP staff does not have immediate access to this policy so it will be included in the CLP policy and procedure manual.</i></p> <p><i>2. By not providing access to the restraint policy potentially affects all CLP participants. The GSS policy regarding the use of chemical restraints will be provided to the staff for review as needed to ensure compliance.</i></p> <p><i>3. The CLP Director and team members will be responsible for implementing this policy.</i></p> <p><i>4. Staff will be educated to all the addendums in the policy and procedure manual with mandatory staff meetings</i></p>	<p><i>02/29/2016</i></p>



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		<i>to occur in February 2016. Signed training acknowledgments stating staff has received training and understand the changes will be placed in staff training files. CLP Policy and Procedures will be reviewed yearly on employee's annual orientation and for all new hires.</i>	
<p>16.04.17.405.08.b.i 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 08. Use of Restraint on Participants. No restraints, other than physical restraint in an emergency, must be used on participants prior to the use of positive behavior interventions. The following requirements apply to the use of restraint on participants: b. Mechanical restraint. i. Mechanical restraint may be used for medical purposes when authorized by an attending physician. (7-1-95)</p>	<p>Review of agency documentation revealed that the agency lacked a written policy and procedure outlining the use of mechanical restraints on participants.</p>	<p>1. <i>The use of Mechanical restraints is clearly defined in the Good Samaritan Society Policies and Procedures available through the GSS web portal to all Good Samaritan Society employees. We recognize that many of our CLP staff does not have immediate access to this policy so it will be included in the CLP policy and procedure manual.</i></p> <p>2. <i>By not providing access to the restraint policy potentially affects all CLP participants. The GSS policy regarding the use of chemical restraints will be provided to the staff for review as needed to ensure compliance.</i></p> <p>3. <i>The CLP Director and team members</i></p>	<p>02/29/2016</p>



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		<p><i>will be responsible for implementing this policy.</i></p> <p><i>4. Staff will be educated to all the addendums in the policy and procedure manual with mandatory staff meetings to occur in February 2016. Signed training acknowledgments stating staff has received training and understand the changes will be placed in staff training files. CLP Policy and Procedures will be reviewed yearly on employee's annual orientation and for all new hires.</i></p>	

<p><b>Agency Representative &amp; Title:</b> Paul Fauth CLP Director</p> <p><i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i></p>	<p><b>Date Submitted:</b> 1/26/2016</p>
<p><b>Department Representative &amp; Title:</b> Kerrie Ann Hull, LMSW</p> <p><i>* By entering my name and title, I approve of this plan of correction as it is written on the date identified.</i></p>	<p><b>Date Approved:</b> 1/27/2016</p>