



AGENCY OF HUMAN SERVICES
DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

November 20, 2023

Ms. Kayla Gendreau, Manager
Meadowview Recovery Residence
24 Farmhouse Square
Brattleboro, VT 05301-4809

Dear Ms. Gendreau:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **November 3, 2023**. Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

If you have any questions, please feel free to contact me at (802) 585-0995.

Sincerely,

A handwritten signature in black ink, appearing to read "Carolyn Scott".

Carolyn Scott, LMHC, MS
State Long Term Care Manager
Division of Licensing & Protection

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0594	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/03/2023
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NAME OF PROVIDER OR SUPPLIER MEADOWVIEW RECOVERY RESIDENCE	STREET ADDRESS, CITY, STATE, ZIP CODE 24 FARMHOUSE SQUARE BRATTLEBORO, VT 05301
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
R100	Initial Comments: An unannounced on-site complaint investigation was conducted on 10/31/23 and completed on 11/3/23 by the Division of Licensing and protection. The following regulatory violation was identified:	R100		
R191 SS=D	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.12 Records/Reports</p> <p>5.12.c A home must file the following reports with the licensing agency:</p> <p>5.12.c.(1) When a fire occurs in the home, regardless of size or damage, the licensing agency and the Department of Labor and Industry must be notified within twenty-four (24) hours. A written report must be submitted to both departments within seventy-two (72) hours. A copy of the report shall be kept on file.</p> <p>5.12.c.(2) A written report of any accident or illness shall be placed in the resident's record. Any untimely deaths shall be reported and a record kept on file.</p> <p>5.12.c. (3) A report of any unexplained absence of a resident from a home for more than 12 hours shall be reported to the police, legal representative and family, if any. The incident shall be reported to the licensing agency within twenty-four (24) hours of disappearance followed by a written report within seventy-two (72) hours, a copy of which shall be maintained.</p> <p>5.12.c.(4) A written report of any breakdown or cessation to the home's physical plant's major services (plumbing, heat, water supply, etc.) or</p>	R191	<p>R-191 POC accepted 11/17/23 M. McIntosh, RN</p> <p><i>See attached sheet</i></p>	

Division of Licensing and Protection
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Kayla Good

TITLE

Residential Coordinator

(X6) DATE

11/16/23

Division of Licensing and Protection

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R191	<p>Continued From page 1</p> <p>supplied service, which disrupts the normal course of operation. The licensee shall notify the licensing agency immediately whenever such an incident occurs. A copy of the report shall be sent to the licensing agency within seventy-two (72) hours.</p> <p>5.12.c. (5) A written report of any reports or incidents of abuse, neglect or exploitation reported to the licensing agency.</p> <p>5.12.c. (6) A written report of resident injury or death following the use of mechanical or chemical restraint.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interviews and record review, RCH (Residential Care Home) staff failed to report to Division of Licensing and Protection (DLP) an unexplained absence of greater than 12 hours of a resident who had walked away during a group outing. (Resident #1) Findings include:</p> <p>On 9/23/23 Resident #1 was part of a group of fellow residents on a staff supported trip to Springfield, Vermont. During the visit the resident visited his/her bank x 2 and then informed staff s/he was not going to return to the RCH and walked off without a plan in place. Per progress note dated 9/22/23 staff informed Resident #1 this was "...an unsupported decision.". Staff requested Resident #1 inform the RCH staff when s/he plans to return to the residence. Later in the day staff anticipated hearing from Resident #1, however no communication was received. When time went by, staff attempted to contact the resident via his/her cell phone, however were unsuccessful.</p>	R191	<p><i>see attached sheet</i></p>	

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R191	Continued From page 2 The RCH followed their agency protocol by notifying the police when Resident #1 was missing for greater than 12 hours, stating s/he has not been seen or heard from and concerns were raised. On 9/24/23 at 1:00 PM Resident #1 contacted the RCH, informing staff s/he had traveled to his/her home in another community and would return to the RCH when s/he had completed needed tasks at his/her residence. As required, notification must also be made to DLP within 24 hours when a resident had been missing for greater than 12 hours. Per interview on the morning of 10/31/23, the RCH manager confirmed notification had not been made to DLP.	R191	<i>see attached sheet</i>	

Plan of Correction for Meadowview

- Section 5.12.c. (3) of Residential Regulations was reviewed by Residential Care Home Manager and AMHAS Assistant Director to ensure clear understanding of timelines and requirements.
- Communication will be sent out to all Meadowview staff to serve as review of this protocol/regulation when a resident has an unexplained absence of 12 or more hours from the program. This step will be completed by 11/30/23.