Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-870. A. - No member of the child care staff shall be on duty more than six consecutive days without a rest day, except in an emergency or as approved by the department for live-in staff.	N	Jordan House (current) This regulation was NOT MET as evidenced by: Review of the staff schedule for August indicates that Employee #1 was on duty for more than six consecutive days without a rest day. Employee #1 worked nine consecutive days from 8/10/2023-8/18/2023. Please indicate a plan to prevent the reoccurrence of this citation.	PR) 01/18/2024 Resident Manger will create monthly staffing schedule to present to Program Director 2 weeks prior to the enactment of the schedule to allow the Program Director to review and make any revisions required to ensure staffing schedule is in compliance with state law 12VAC35-46-870. A. and company Policy 870 Staff Supervision of Children. OLR) Partially Accepted 01/19/2024 The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; and it does not include Staff by Title who will monitor the procedures implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements. PR) 01/22/2024 **Description of non-compliance** Review of the staff schedule for August indicates that Employee #1 was on duty for more than six consecutive days without a rest day. Employee #1 worked nine consecutive days from 8/10/2023 -8/18/2023. Please indicate a plan to prevent the reoccurrence of this citation.	1/29/2024

Investigation ID: **70**
License #: **3055-14-008**
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Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. a) Employee #1 was on duty for more than six consecutive days without a rest day. Employee #1 worked nine consecutive days from 8/10/2023 -8/18/2023. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Resident Manger will create monthly staffing schedule to present to Program Director 2 weeks prior to the enactment of the schedule to allow the Program Director to review and make any revisions required to ensure staffing schedule is in compliance with state law 12VAC35-46-870. A. and company Policy 870 Staff Supervision of Children. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). a) Program Director will monitor the implemented procedures to ensure company remains in compliance with the regulation. Program Director will review the staff monthly schedule 2 weeks prior to the schedule being	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			release to staff. If the schedule does not meet the requirement, the Program Director will send the schedule back to the Resident Manager for correction. Resident Manager has 48 hours to make corrections to send back for approval. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/19/2024 OLR) Accepted 01/23/2024	
12VAC35-46-870. B. - Child care staff shall have an average of at least two rest days per week in any four-week period. Rest days shall be in addition to vacation time and holidays.	N	Jordan House (current) This regulation was NOT MET as evidenced by: Policy 870 Staff Supervision of Children (not dated) indicates that "staff persons shall have at least one day off per week, except in cases of an emergency." However, Regulation requires that childcare staff shall have an average of at least two rest days per week in any four-week period, and rest days shall be in addition to vacation time and holidays. LS requested the staffing schedules as well as any evidence of vacation time or holidays taken by staff, and the documentation submitted did not include evidence of any vacation time or holidays taken by staff. Review of the staffing schedules for Employee #1 reveals that for the month of September 2023, Employee #1 worked 25 days and was only off 5 days which is an average of 1.25 days per week. Please indicate a plan to prevent the reoccurrence of this citation.	PR) 01/18/2024 Currently the Resident Manager, completes the monthly staffing schedule. In the future, resident manager will continue to complete the staffing schedule; however, the schedule will be reviewed by Program Director before it is published for staff to ensure it meets requirement. To be in compliance with state law, staff shall have an average of at least two rest days per week in any four-week period, and rest days shall be in addition to vacation time and holidays. Program Director will update Policy 870 Staff Supervision of Children and date it with effective date. OLR) Partially Accepted 01/19/2024 The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; it does not include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure the provider remains in compliance	1/29/2024

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			with the regulation; and it does not include Staff by Title who will monitor the procedures implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements. PR) 01/22/2024 **Description of non-compliance** Policy 870 Staff Supervision of Children (not dated) indicates that "staff persons shall have at least one day off per week, except in cases of an emergency." However, Regulation requires that childcare staff shall have an average of at least two rest days per week in any four-week period, and rest days shall be in addition to vacation time and holidays. LS requested the staffing schedules as well as any evidence of vacation time or holidays taken by staff, and the documentation submitted did not include evidence of any vacation time or holidays taken by staff. Review of the staffing schedules for Employee #1 reveals that for the month of September 2023, Employee #1 worked 25 days and was only off 5 days which is an average of 1.25 days per week. Please indicate a plan to prevent the reoccurrence of this citation. 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation.	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			a) Employee 1 worked 25 days with only have 5 days off. To correct this issue, the Resident Manager will complete the staff schedule and submit to the Program Director to ensure the staffing schedule meets state regulation of child care staffing have an average of at least two rest days off per week.If the schedule does not meet the requirement, the Program Director will return the schedule back to Resident Manager to correct deficiencies. Resident Manager will resubmit and re-send staff schedule to Program Director. After review for accuracies, the Program Director will publish the schedule for staff. All child care staff will also receive updated copy of Policy 870. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Update the policy. Assign Resident Manager to complete the staffing schedule by following the state requirement of all child care staffing have an average of at least two rest days off per week. Resident Manager will forward schedule to Program Director for approval. Once schedule meets state guidelines, Program Director will give approval for Resident Manager to dissimilate to staff. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist).	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			a) Program Director will monitor the procedures monthly to ensure staffing schedule are meeting state requirement. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/29/2024. OLR) Accepted 01/23/2024	
12VAC35-46-870. F. (1a) - Supervision policies: 1. The provider shall develop and implement written policies and procedures that address staff supervision of children including contingency plans for resident illnesses, emergencies, off-campus activities, and resident preferences. These policies and procedures shall be based on the: 1a. Needs of the population served;	N	Jordan House (current) This regulation was NOT MET as evidenced by: The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.	PR) 01/18/2024 Corrective Action: Train individual staff and company during staff meeting out correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. OLR) Partially Accepted 01/19/2024 The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; it does not include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure the provider remains in compliance with the regulation; and it does not include Staff by Title who will monitor the procedures	1/29/2024

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements. PR) 01/22/2024 **Description of non-compliance** **This regulation was NOT MET as evidenced by:** **The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.** 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. a) Staff 1, did not use the call out procedures.	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Staff 2 who was on shift did not inform supervisor/Resident Manager they were home alone. Update policy 870. Review policy 870 in staff monthly meeting 01/24/2024. Train individual staff and company during staff meeting on correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Update the policy. Resident Manager will review policy 870 during staffing meeting with all childcare staff. Childcare staff will sign acknowledgement. Program Director will call within the first hour of each shift to ensure staff is present on duty. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). a) Program Director will monitor the call out procedures daily by calling each shift within the first 30 minutes of the shift start time.	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/29/2024. OLR) Accepted 01/23/2024	
12VAC35-46-870. F. (1b) - Supervision policies: 1. The provider shall develop and implement written policies and procedures that address staff supervision of children including contingency plans for resident illnesses, emergencies, off-campus activities, and resident preferences. These policies and procedures shall be based on the: 1b. Types of services offered;	N	Jordan House (current) This regulation was NOT MET as evidenced by: The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.	PR) 01/18/2024 Due to the needs of the youth i.e. resident illnesses, emergencies, off-campus activities, and resident preferences, two staff were schedule for the 3-11 shift. One staff did not report as schedule and did not follow the call out procedures. Staff 1 was written up due to not following the call out procedures and received training on call out procedures. OLR) Partially Accepted 01/19/2024 The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; it does not include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure the provider remains in compliance with the regulation; and it does not include Staff by Title who will monitor the procedures implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements.	1/29/2024

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Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			PR) 01/22/2024 **Description of non-compliance** **This regulation was NOT MET as evidenced by:** **The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.** 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. a) Staff 1, did not use the call out procedures. Staff 2 who was on shift did not inform supervisor/Resident Manager they were home alone. Update policy 870. Review policy 870 in staff monthly meeting 01/24/2024. Train individual staff and company during staff meeting on correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Update the policy. Resident Manager will review policy 870 during staffing meeting with all child care staff. Child Care staff will sign acknowledgement. Program Director will call within the first hour of each shift to ensure staff is present on duty. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). a) Program Director will monitor the call out procedures daily by calling each shift within the first 30 minutes of the shift start time. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/29/2024. OLR) Accepted 01/23/2024	
12VAC35-46-870. F. (1c) - Supervision policies: 1. The provider shall develop	N	Jordan House (current) This regulation was NOT MET as evidenced by:	PR) 01/18/2024 Due to the needs of the youth i.e. resident illnesses, emergencies, off-campus activities, and resident preferences, two staff were	1/29/2024

Investigation ID: **70**
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Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
and implement written policies and procedures that address staff supervision of children including contingency plans for resident illnesses, emergencies, off-campus activities, and resident preferences. These policies and procedures shall be based on the: 1c. Qualifications of staff on duty;		The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.	schedule for the 3-11 shift. One staff did not report as schedule and did not follow the call out procedures. Staff 1 was written up due to not following the call out procedures and received training on call out procedures. OLR) Partially Accepted 01/19/2024 The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; it does not include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure the provider remains in compliance with the regulation; and it does not include Staff by Title who will monitor the procedures implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements. PR) 01/22/2024 **Description of non-compliance** **This regulation was NOT MET as evidenced by:** **The September staffing plan indicates that the provider did not follow their staffing**	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation. 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. a) Staff 1, did not use the call out procedures. Staff 2 who was on shift did not inform supervisor/Resident Manager they were home alone. Update policy 870. Review policy 870 in staff monthly meeting 01/24/2024. Train individual staff and company during staff meeting on correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Update the policy. Resident	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Manager will review policy 870 during staffing meeting with all child care staff. Child Care staff will sign acknowledgement. Program Director will call within the first hour of each shift to ensure staff is present on duty. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). a) Program Director will monitor the call out procedures daily by calling each shift within the first 30 minutes of the shift start time. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/29/2024. OLR) Accepted 01/23/2024	
12VAC35-46-870. F. (1d) - Supervision policies: 1. The provider shall develop and implement written policies and procedures that address staff supervision of children including contingency plans for resident illnesses, emergencies, off-campus activities, and resident preferences. These policies and procedures	N	Jordan House (current) This regulation was NOT MET as evidenced by: The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the reoccurrence of this citation.	PR) 01/18/2024 Train individual staff and company during staff meeting on correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. Update policy 870. OLR) Partially Accepted 01/19/2024	1/29/2024

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
shall be based on the: 1d. Number of residents served.			The provider's plan for correcting this violation is accepted. However, the provider response does not meet provider response requirements as follows: it does not include a statement of the issue that led to non-compliance; it does not include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure the provider remains in compliance with the regulation; and it does not include Staff by Title who will monitor the procedures implemented to ensure the provider stays in compliance with the regulation including the frequency for monitoring the plan and how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). Please provide a response that meets these requirements. PR) 01/22/2024 **Description of non-compliance** **This regulation was NOT MET as evidenced by:** **The September staffing plan indicates that the provider did not follow their staffing schedule which had two staff working from 3-11pm on the date of the incident. The provider reported that one staff called out to the other staff, not to their supervisor. The staff that was left on duty did not inform the supervisor they were at the home alone. Please indicate a plan to prevent the**	

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			reoccurrence of this citation. 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. a) Staff 1, did not use the call out procedures. Staff 2 who was on shift did not inform supervisor/Resident Manager they were home alone. Update policy 870. Review policy 870 in staff monthly meeting 01/24/2024. Train individual staff and company during staff meeting on correct call out procedures. All staff are to call out to their supervisor within 2 hours of the start of their shift. In cases of emergencies outside of 2-hour window, staff should immediately notify their supervisor that they are calling out to allot supervisor time to provide coverage or cover the shift themselves. When staff are on unscheduled single coverage, staff will notify the Resident Manager. Lastly, have all youth counselors to sign acknowledgement of the call out procedures. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. a) Update the policy. Resident Manager will review policy 870 during staffing meeting with all childcare staff. Childcare staff will sign acknowledgement. Program Director will call within the first hour of each shift to ensure staff is present on duty. 3. Include Staff by Title who will monitor	

Investigation ID: **70**
License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **12-04-2023**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). a) Program Director will monitor the call out procedures daily by calling each shift within the first 30 minutes of the shift start time. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). 01/29/2024. OLR) Accepted 01/23/2024	

General Comments / Recommendations:

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Josie Russell, Investigator	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined