



Child Care Licensing Unit

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 1/6/2025

VISIT DATE : 12/12/2024

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 1/27/2025

Name of the program : MPA at Plymouth

Program address : 350 Main Street Plymouth New Hampshire 03264

License No. : CCRB-05691

Licensing Coordinator : Heather Dombroski

In accordance with RSA 170-E, the department finds non-compliance with the following statutes and/or rules:

II. Non-Compliance List

Regulation number : He-C.4001.20.(a)

He-C.4001.20.(a) : Program staff shall provide care and supervision at all times to ensure that residents are safe and that their needs are met according to their developmental level, age, emotional or behavioral needs, and in accordance with their treatment plan.

Observation : The program self-reported two incidents in which Resident A had left the program without supervision during the overnight hours on December 5, 2024, and December 9, 2024. Staff A reported the program was unaware Resident A had left the facility on December 5, 2024, until they had returned on their own at 5:30 a.m. Staff A reported that Staff B had stated and documented on the bed check log that they had completed the required bed checks, and that it had appeared that Resident A was sleeping in their bed. Staff A reviewed the video surveillance and found that Staff B had not conducted the program-required bed checks every 15 minutes between 2:00 a.m. and 5:30 a.m. Copies of the bed check log and the video surveillance were submitted to the department and reviewed. The videos confirmed that Staff B did not conduct bed checks between 2:00 a.m. and 5:30 a.m. as they had recorded on the bed check log for December 5, 2024. Resident A stated they left the program through their window around 2:00 a.m. and returned around 5:30 a.m., and that Staff B did not know they had left the program until they had returned through the door from the Denali community. Staff C, the awake overnight staff on December 9, 2024, discovered Resident A had left the program while conducting the required bed checks and notified the administrator on duty immediately upon discovery. Resident A reported the program had attempted to secure the window

after the December 5, 2024 incident, but they were still able to abscond from the program through the window.

Corrective Action Plan : Based on this incident (and another incident) that occurred just days later this staff was terminated given the severity of the incident. In addition, all other Plymouth AONs were required to re-read and sign their job description (which includes the job requirement around 15 minute bed checks to check for skin, hair and movement) and also to sign MPA's supervision policy which also articulates the need for 15 minute bed checks for skin, hair or movement. In addition, at the next bi-weekly AON meeting (12/18/24) this writer went over the policies and procedures around supervision during third shift, as well as MPA/NH state protocol around students who abscond (Ex. notifying program leadership, notifying local PD, designated program leadership notifying juvenile justice on call or DCYF on-call) and then the notification of licensing coordinator. The discussion with the team was robust in that faculty appeared and seemed engaged and provided feedback around interventions that could help ensure supervision of the students during the overnight (for example, some changes in physical plant so that it's easier to see students, lights in students room, etc.) Furthermore, this writer, in conjunction with other program leadership will do random reviews of footage during third shift in order to ensure that faculty during the overnight are performing bed checks per MPA's policy (15 min for skin, hair and movement). Faculty will also be subjected to progressive discipline policy including a verbal warning, written warning, Performance Improvement Plan and then, possibly, termination if indicated. Lastly, MPA at Plymouth program leadership will work to transition the current system (paper bed checks) to the Electronic Medical Record currently in use (Extended Reach) in order to ensure that there are time stamps attached to bed checks for students that are on their community.

Completion Date : 12/18/2024