



Child Care Licensing Unit

129 PLEASANT STREET CONCORD, N.H. 03301-3857

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I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 10/1/2024

VISIT DATE : 9/9/2024

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 10/22/2024

Name of the program : The Ridge RTC - New Hampshire

Program address : 619 Governor's Road Milton NH 03851

License No. : CCRB-07044

Licensing Coordinator : Lisa Crudo

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 : A complainant reported that they had concerns regarding supervision of a resident in the program. Specifically, they reported that on July 25, 2024, a resident had been left unsupervised in their dorm for 2-3 hours. Statements by Staff A, Staff B and Staff C confirmed that on July 25, 2024, there was a period of time when staff were not supervising the resident because they did not know the resident was present and in their dorm room. Incident reports written by the program confirmed that on July 25, 2024, a resident was noted as returning to the program between 3:30 and 4:00 p.m., discovered missing at approximately 6:10 PM, and staff found them sleeping in their dorm at approximately 6:19 PM. Staff B reported that the staff member responsible for supervision of the resident had been terminated.

Corrective Action Plan : The Ridge has taken the following actions to ensure that similar supervision issues do not occur again: 1. We have upgraded our radio communication hardware to provide more reliable and clear communication, including a. Longer range and more reliable radios with our own FCC licensed frequencies, and b. Separate channels for each of the groups of staff supervising the clients resident in each of our three dorms, a channel for program-wide communications, and a channel for medical needs. 2. We have

clarified and improved our communication protocols related to supervision, including a. Immediately upon any determination that a client's location is not known, Directors are informed by radio or, at night, phone and a search is initiated, and b. Direct care staff are required to confirm via radio that each client is accounted for at least once an hour during the day and via computer every 15 minutes during sleep time. 3. Therapy schedules are now available electronically to all direct care staff and kept up to date by therapists. This ensures that if a client is not engaged in programming because they have a therapy session, direct care staff know where they are. 4. We have made clear to all direct care staff the seriousness of client supervision and the importance of following our supervision and communication protocols, including a. By terminating the employee directly responsible for the failure to follow our policies on confirming supervision of clients on July 25, 2024, and b. Reiterating that any failure to properly supervise clients and follow the related protocols will result in disciplinary action, up to and including termination. 5. We have updated our training on communication and supervision in accordance with the foregoing.

Completion Date : 9/11/2024