

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 308113	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 05/09/2023
NAME OF PROVIDER OR SUPPLIER 2ND HOME EAST ORANGE		STREET ADDRESS, CITY, STATE, ZIP CODE 115 EVERGREEN PLACE EAST ORANGE, NJ 07018		
(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
M 000	Initial Comments Type of Survey: Complaint Complaint #: NJ00163814 Census: 129 Sample Size: 3 The facility was not in substantial compliance with all of the standards in the New Jersey Administrative Code, Chapter 8:43F, Standards for Licensure of Adult Day Health Services. The facility must submit a plan of correction, including a completion date, for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with the provisions of New Jersey Administrative Code, Title 8, Chapter 43E, Enforcement of Licensure Regulations.	M 000		
M 223	8:43F-3.1(b)(1-7) Administration (b) The administrator shall be responsible for, but not limited to, the following: 1. Ensuring the development, implementation, and enforcement of all policies and procedures, including participant rights; 2. Planning and administering the managerial, operational, fiscal, and reporting components of the facility; 3. Participating in the quality improvement program for participant care and staff performance;	M 223		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

New Jersey Department of Health

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M 223	<p>Continued From page 1</p> <p>4. Ensuring that all personnel are assigned duties based upon their education, training, competencies, and job descriptions;</p> <p>5. Ensuring the provision of staff orientation, staff education, and ongoing staff training in accordance with N.J.A.C. 8:43F-6.3;</p> <p>6. Establishing and maintaining liaison relationships and communication between facility staff and services providers and with participants and their caregivers; and</p> <p>7. Verifying that each Medicaid-eligible participant is eligible to receive services available at the adult day health services facility prior to the participant's entry into the program. For the purposes of this section, the administrator shall be entitled to rely on any prior authorization performed by the Department for the participant in accordance with N.J.A.C. 8:86.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint #: NJ00163814</p> <p>Based on interview and record review it was determined that the facility failed to follow its policy and procedure titled, "Security and Accountability During Transportation", by not</p>	M 223		

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M 223	<p>Continued From page 2</p> <p>ensuring all Participants (prts) were safely escorted off the bus by facility staff for 1 of 3 prts, Participant #2. This deficient practice was evidenced by the following:</p> <p>On 05/09/2023 at 10:43 a.m., the surveyor interviewed the Chief of Operations (COO) who also functioned as the facility's Director of Transportation (DOT). The COO stated the protocol for drop-off was for prts with assistive devices to be assisted to their door by the Bus Driver (BD). The COO explained the BD should call the prt's caregiver prior to arrival to have the caregiver meet them at the door for handoff. The COO also explained the independent prts were allowed to exit the bus by themselves.</p> <p>On 05/09/2023 at 11:20 a.m., the surveyor interviewed Participant #2 who was involved in the incident which took place on NJ ex order 26.4b1 Participant #2 NJ ex order 26.4b1</p> <p>On 05/09/2023 at 12:21 p.m., the surveyor interviewed the COO who stated Participant #2's home called the facility and informed the Activity Aide (AA) that Participant #2 NJ ex order 26.4b1 after the facility had been notified no one would be at the home, and Participant #2 would be picked up from the facility. The COO explained, when he called the BD regarding the incident, the BD stated she thought someone from the home was outside to receive Participant #2. The COO stated the BD later explained Participant #2's street was congested and there was nowhere to pull over, so she asked another prt to escort Participant #2 to the home. The COO explained the BD was told by the prt who was sent to escort Participant #2, that Participant #2 was able to get into the home.</p>	M 223		

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M 223	<p>Continued From page 3</p> <p>On 05/09/2023 at 1:33 p.m., the surveyor interviewed the NJ ex order 26.4b1, who stated Participant #2 lived on a small street with a school and high traffic. The BD explained on NJ ex order 26.4b1, the school was letting out and a car was blocking the front of the home. The BD explained she could not leave the bus of prts alone, so she asked another prt to walk Participant #2 to the home. The BD stated she pulled the vehicle up past the home because cars were behind her, and then she pulled to the side of the road to let the cars pass. The BD explained from her position she could not see the door of the home. The BD stated when the prt returned to the bus, he/she stated Participant #2 was received by someone at the home. The BD stated the protocol is to pull the vehicle up to the home, park, get the prt's assistive device, and assist the prt off the bus to the front door where the caregiver is usually waiting.</p> <p>On 05/09/2023 at 2:34 p.m., the surveyor reviewed the facility's policy and procedure titled, "Security and Accountability During Transportation", which listed "...4. All participants will be escorted off the bus by a program aid[e] or [an] employee of the medical center...."</p> <p>The Administrator did not ensure the implementation and enforcement of all policies and procedures, including "Security and Accountability During Transportation.</p> <p>Reference: M-0263, 8-43F-3.4(a)(5)</p>	M 223		
M 821	8:43F-17.1(a)(1) Transportation Services	M 821		

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M 821	<p>Continued From page 4</p> <p>(a) The facility shall provide safe transportation services, either directly or through contractual arrangements, to all participants who require transportation between the facility and the participant's home. No participant's total transportation time between the facility and the participant's home shall exceed two hours daily.</p> <p>1. In accordance with N.J.A.C. 8:86, the facility shall accommodate the special transportation needs of the participant and the medical equipment used by the participant.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint #: NJ00163814</p> <p>Based on interview and record review it was determined that the facility failed to follow its facility policy, "Security and Accountability During Transportation" by not providing safe transportation to a Participant (prt) during transport from the facility to the Participant's home for 1 of 3 participants reviewed for transportation, Participant #2. This deficient practice was evidenced by the following:</p> <p>On 05/09/2023 at 10:43 a.m., the surveyor interviewed the Chief of Operations (COO) who also functioned as the facility's Director of</p>	M 821		

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M 821	<p>Continued From page 5</p> <p>Transportation (DOT). The COO stated he created the daily routes for the drivers and informed them of any changes. The COO stated the protocol for drop-off was for Participants (prts) with assistive devices to be assisted to their door by the Bus Driver (BD). The COO explained the BD was to call the prt's caregiver prior to arrival to have the caregiver meet them at the door for handoff.</p> <p>On 05/09/2023 at 11:20 a.m., the surveyor interviewed Participant #2 who was involved in the incident which took place on NJ ex order 26.4b1 Participant #2 NJ ex order 26.4b1 because the COO was on vacation and the Activity Aide (AA) did not know Participant #2 was not supposed to go home on the bus. Participant #2 explained the BD is not allowed to pull off until someone at the home received him/her.</p> <p>The surveyor reviewed the medical record (MR) of Participant #2 which showed Participant #2 was admitted to the facility on NJ ex order 26.4b1 with NJ ex order 26.4b1</p> <p>On 05/09/2023 at 12:21 p.m., the surveyor interviewed the COO who explained on NJ ex order 26.4b1, the home called the facility and informed the AA that Participant #2 NJ Exec Order 26.4b1 after the facility had been notified no one would be at the home, and Participant #2 would be picked up from the facility. The AA then called the COO to inform him, as he was out on NJ ex order 26.4b1 The COO called the home to discuss the incident, and then called the BD and asked why Participant #2 was NJ ex order 26.4b1. The COO</p>	M 821		

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M 821	<p>Continued From page 6</p> <p>explained the BD told him she thought there was someone there to receive Participant #2. The COO sent the BD back to the home to retrieve Participant #2, but a staff member at the home got there first. The COO explained he questioned the BD after her return to the facility, who stated the street was congested and she could not pullover. The BD explained she sent another prt to assist Participant #2 to the home. The COO explained the prt who assisted Participant #2 to the home came back and told the BD someone at the home received Participant #2. The COO stated he educated the driver but did not document the education. The COO also stated no incident report was created and explained there NJ ex order 26.4b1 to Participant #2 because of the incident, but stated the home voiced their concern because on NJ ex order 26.4b1, it was humid (80-90 degrees) outside and Participant #2 could have been NJ Exec Order 26.4b1.</p> <p>On 05/09/2023 at 1:46 p.m., the surveyor interviewed the AA who stated she received the call from the home after the incident on NJ ex order 26.4b1. The AA explained she did not know who received the call from the home earlier that day stating Participant #2 NJ ex order 26.4b1</p> <p>On 05/09/2023 at 2:34 p.m., the surveyor reviewed the facility's policy and procedure titled, "Security and Accountability During Transportation", which listed "...4. All participants will be escorted off the bus by a program aid[e] or [an] employee of the medical center...."</p> <p>The facility failed to provide safe transportation on NJ ex order 26.4b1 when Participant #2 NJ ex order 26.4b1</p>	M 821		



115 Evergreen Place East Orange NJ 07018
Phone: 973- 676-2600

License # 308113

Complaint # NJ00163814

Plan of Correction – Dionne R. Clark, Administrator

M223 -

1. The DOT immediately sent the BD back to the address of Participant number #2 when he received the call regarding participant #2 NJ Exec Order 26.4b1 but, the Staff at the residence was already there with her. In regards to the deficient practice whereas the facility failed to follow its policy and procedure titled “security and accountability during transportation” by not ensuring all participants were safely escorted off the bus by facility staff.

-The Administrator has counseled the DOT and will moving forward ensure that at no time will a participant’s safety be left to another participant to ensure the safety and well-being. As the policy states, safe transportation includes that participants with assistive devices will safely be escorted off the bus by a facility employee

2. All participants have the potential to be affected by the refenced deficiency therefore the Administrator or Director of Transportation will Educate all new hires as well as in-service current staff on a yearly basis regarding Safety and Accountability during transportation

Director of Transportation has been counseled on the education of Drivers regarding the above-mentioned policy.

3. -All incidents are to be immediately reported to both the Director of Transportation and the Administrator ongoing

-All Drivers will upon hire have a copy of the Specific policies as it relates to the deficient practice and the Administrator or the Director of Transportation will



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Introduce a yearly in-service relating to “Security and Accountability during transportation”

4. -The Administrator moving forward will ensure the implementation and enforcement of all policies and procedures relating to transportation including “Security and Accountability During Transportation”.

Dot was instructed by the Administrator to In-service every staff member hired to drive a vehicle as referenced in the Manual of requirements – Security and Accountability During Transportation

Reference M-0263, 8-43F-3.4(a)(5)

License # 308113

Complaint # NJ00163814

Plan of Correction – Dionne R. Clark, Administrator

M821 –

- 1. A call log has been created (July 2023) to ensure that all incoming communication regarding participants transportation be documented at the start of the call including – ID of the caller, Participants name, reason for the call, time of the call and who received the call. Same team member will initial**



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the log to ensure that the issue was resolved for the safety and well-being of all participants

- 2. All participants have the potential to be affected by the refenced deficiency and the facility will Educate all new hires as well as current staff on a yearly basis.**
- 3. It has further been discussed with the Director of Transportation that all education/communication with direct reports must be documented with dates and reviewed by the Administrator. (effective July 2023)**
- 4. All Staff upon hire will be in-serviced and retain a copy of the Specific policies as it relates to the deficient practice regarding Transportation Services.**

Dionne Clark, Administrator

New Jersey Department of Health

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{M 000}	<p>Initial Comments</p> <p>Type of Survey: Complaint</p> <p>Complaint #: NJ00163814</p> <p>Census: 129</p> <p>Sample Size: 3</p> <p>The facility was not in substantial compliance with all of the standards in the New Jersey Administrative Code, Chapter 8:43F, Standards for Licensure of Adult Day Health Services. The facility must submit a plan of correction, including a completion date, for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with the provisions of New Jersey Administrative Code, Title 8, Chapter 43E, Enforcement of Licensure Regulations.</p>	{M 000}		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

07/08/23

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 308113	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 5/9/2023
NAME OF FACILITY 2ND HOME EAST ORANGE	STREET ADDRESS, CITY, STATE, ZIP CODE 115 EVERGREEN PLACE EAST ORANGE, NJ 07018	

This report is completed by a State surveyor to show those deficiencies previously reported that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the State Survey Report (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix M0223	Correction	ID Prefix M0821	Correction	ID Prefix	Correction
Reg. # 8:43F-3.1(b)(1-7)	Completed	Reg. # 8:43F-17.1(a)(1)	Completed	Reg. #	Completed
LSC	08/08/2023	LSC	08/08/2023	LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
REVIEWED BY STATE AGENCY	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE	
REVIEWED BY CMS RO	REVIEWED BY (INITIALS)	DATE	TITLE	DATE	
FOLLOWUP TO SURVEY COMPLETED ON 5/9/2023		<input type="checkbox"/> CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? <input type="checkbox"/> YES <input type="checkbox"/> NO			



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License # 308113

Complaint # NJ00163814

Plan of Correction – Dionne R. Clark, Administrator

M223 -

1. The Department of transportation immediately sent the Bus Driver back to the address of Participant number #2 when he received the call regarding participant #2 **NJ Exec Order 26.4b1** but, the Staff at the residence was already there with participant #2. The Administrator spoke with participant number 2 regarding the incident, apologized and ensured that it will never happen again. In regards to the deficient practice whereas the facility failed to follow its policy and procedure titled "security and accountability during transportation" by not ensuring all participants were safely escorted off the bus by facility staff.

-The Administrator has counseled the Director of Transportation and will moving forward ensure that at no time will a participant's safety be left to another participant to ensure the safety and well-being. The bus driver is no longer employed by 2nd home east Orange however all current and New hires have been in-serviced regarding the policy. As the policy states, safe transportation includes that participants with assistive devices will safely be escorted off the bus by a facility employee

2. All participants have the potential to be affected by the refenced deficiency.

3. The Administrator or Director of Transportation will Educate all new hires as well as in-service current staff on a yearly basis regarding Safety and Accountability during transportation

-All incidents are to be immediately reported to both the Director of Transportation and the Administrator ongoing



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-All Drivers will upon hire have a copy of the Specific policies as it relates to the deficient practice and the Administrator or the Director of Transportation will Introduce a yearly in-service relating to "Security and Accountability during transportation"

4. -The Administrator moving forward will ensure the implementation and enforcement of all policies and procedures relating to transportation including "Security and Accountability During Transportation".

Director of transportation was instructed by the Administrator to In-service every staff member hired to drive a vehicle upon hire and as a yearly in-service as referenced in the Manual of requirements – Security and Accountability During Transportation.

Administrator will monitor compliance with in-services on policy and procedure during weekly meetings with the Director of transportation.

Completion date: 6/5/2023 and Ongoing

Reference M-0263, 8-43F-3.4(a)(5)

*accepted
6/6/23 m*

License # 308113

Complaint # NJ00163814

Plan of Correction – Dionne R. Clark, Administrator

M821 –



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Phone: 973- 676-2600

1. The bus Driver that was responsible on the day participant #2 was [redacted] was educated on the policy regarding safety during transportation immediately. The Bus driver is no longer works at the facility effective [redacted]. Participant number 2 verified updated names and telephone numbers for contact to verify pick up and drop off.
2. All participants have the potential to be affected by this deficiency
3. A call log has been created to ensure that all incoming communication regarding participants transportation be documented at the start of the call including – ID of the caller, Participants name, reason for the call, time of the call and who received the call. Same team member will initial the log to ensure that the issue was resolved for the safety and well-being of all participants

The facility will Educate all new hires as well as current staff on a yearly basis on Transportation policy and procedures the Director of Transportation was in-serviced on documentation that all education/communication with direct reports must be documented with dates and reviewed by the Administrator. (effective June 2023)

4. All Staff upon hire and annually will be in-serviced and retain a copy of the Specific policies as it relates to safety during Transportation by the Director of transportation or a designee and monitored for compliance by the Administrator during monthly meetings.

Completion date: 6/5/2023

accepted
8/18/23
[signature]

Dionne Clark, Administrator