



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Native American Rehabilitation Association of the Northwest (NARA)

Executive Director: Jacqueline Mercer

Program Director: Luci LaDue

Date of Unannounced: September 23, 2021

Licensing Coordinator: Robin DuVal

Other Regulatory or Accrediting Agencies: Oregon Health Authority

Purpose: Per OAR 413-215-0101 (1) (b) Children's Care Licensing is required to perform at least one unannounced site visit a year where children in care reside.

Previous Findings:	Repeat Findings Further Action Needed	Comments
Unannounced Site Visit 10/13/2020		
413-215-0541(D) staff participating; (G) problems encountered: "The evacuation drill log forms were missing elements (D) and (G). Within the last two years, two months of drills were missed. The agency shall update the log forms to contain all required elements and the agency shall ensure that monthly drills occur and are documented. <i>This is a REPEAT FINDING (03/14/18).</i>" No evacuation drill was completed in September 2020. The log forms were missing elements (D) and (G). This is a REPEAT FINDING 2020.	Yes✓ No□	The form was updated to include (D) and (G), however drills were missed for two months. The agency shall ensure monthly drills are conducted and documentation retained.
413-215-0061(4): New Employee Orientation – Umbrella Requirements (30 days): (b) Ethical and professional guidelines: (c) Organizational lines of authority: (d) Attributes of population served: (e) & (5)(a) to (c) Mandatory reporting (f) Privacy laws (g) Emergency procedures "These required trainings did not occur within the first 30 days. The agency shall implement a systematic procedure to ensure trainings are conducted within 30 days and appropriately documented. <i>This is a REPEAT FINDING (03/14/18).</i>"	Yes□ No✓	

There was a lack of documentation the following trainings were completed by staff within 30 days of hire. This is a REPEAT FINDING 2020. (c) Organizational lines of authority (d) Attributes of population served (e) & (5)(a) to (c) Mandatory reporting (g) Emergency procedures		
413-215-0556(1)(a) Discipline and behavior management including de-escalation, crisis prevention, positive behavior management, and disciplinary techniques that are non-punitive in nature: "Discipline and behavior management training did not occur within the first 30 days. The agency shall implement a systematic procedure to ensure trainings are conducted and documented. <i>This is a REPEAT FINDING (03/14/18).</i>" There was no documentation these trainings were completed by staff. This is a REPEAT FINDING 2020.	Yes ☐ No ☒	
Ongoing Training: 413-215-0556(2)(a) Environmental emergencies 413-215-0556(2)(b) Universal Precautions 413-215-0556(2)(c) Discipline and Behavior Management 413-215-0061(5) Mandatory reporting (annually) "Documentation of these trainings was missing from personnel files. The agency shall implement a systematic procedure to ensure trainings are conducted and documented." There was a lack of documentation the following trainings were completed on an ongoing basis. (2)(a) Environmental emergencies (2)(c) Discipline and Behavior Management	Yes ☐ No ☒	
413-215-0511 (2)(c) Residential Care Agencies: Physical Plant Requirements. (2) A residential care agency must be kept clean and in good repair. The male unit had two couches with ripped cushions; one couch had a broken arm; and one bathroom was dirty and odorous.	Yes ☐ No ☒	

New Findings from Site Visit	Comments
The residential floor has the current license posted; however, the old license is posted in the main entrance downstairs. The agency shall ensure the current license is posted at this main entrance.	

Interview Summary

Nathan Perry, Clinical Supervisor, provided the tour with the assistance of Heather Taylor, Residential Assistant Supervisor. The current census is 7.

Youth J is 16 years old and has been in the program almost 2 months. Likes it here, is allowed more freedoms than prior two programs, and feels safe. Staff are trusting. Talks to people outside of the program, has Zoom time with family and time isn't limited. The food is good, has a variety with vegetarian options, and gets enough. Provides input into treatment plan and feels listened to. No issues with receiving prescribed medications. Has online school and is going well. Favorite thing about this program is staff are nice and understanding. Least favorite is Zoom calls instead of being in person. The program does well at understanding the youth and letting the youth have a voice. This is a no touching program with no inappropriate topics (between staff or youth) and staff have appropriate boundaries. Staff are good at monitoring and giving positive redirection. The program offers activities like painting, beading, making bracelets, appropriate movies, reading books, growing butterflies, cultural projects, walks, educational outings, and visits to outdoor places like parks, water park, and native gardens.

Staff S has worked here approximately 5 months and it's their first time in this line of work. Described all the onboarding and ongoing training and how it's tracked in Relias. Knows to report suspected abuse or neglect to the Oregon Child Abuse Hotline first and then a supervisor. Described the "red flags" training and staff boundaries include no touching, hugging, no client special treatment and signs to watch out for. Has weekly staff meetings and daily contact with immediate supervisor. Feels free to express concerns or suggestions and management is responsive to those. Feels the program is adequately staffed for the current census. Described the daily recreation the youth get. Feels the food is healthy and plentiful. When a youth enters the program, there's a client books with all details for the staff to read. No physical interventions with youth here. The program does well at blended cultural groups and being inclusive and has good COVID protocols.

Observations

The program is clean, in good repair and has a thorough COVID screening protocol for visitors upon entering. A maintenance person was observed painting walls on the Cedar House side (males). The bedrooms and bathrooms were clean and tidy. The kitchen and dining area was observed to be clean, with available drinking water and snacks and plenty of food stored in the pantry, refrigerators, and freezers. The exercise room has been updated with new equipment. The group room on the Sage House side has a lot of craft choices. The space designated for a new youth upon admission (until cleared with a negative COVID test) is clean with their own designated bedroom and bathroom, a TV and other independent activities.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Native American Rehabilitation Association of the Northwest (NARA)** must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must submit any and all specific documentation requested in the body of this report. The letter of verification and any additional requested documents are to be emailed directly to **Robin DuVal**, ROBIN.M.DuVal@dhsosha.state.or.us.

Licensing Coordinator's Signature: Robin DuVal Date: 10/20/2021

Manager Review:  Date: 10-20-2021