

Utah Department of Health & Human Services Licensing & Background Checks		Residential Treatment Inspection Checklist			This inspection checklist is the tool OL licensors use to ensure consistency. <i>(Revised 03/2023)</i>
Provider Name:	TELOS RTC	Facility ID:		Phone Number:	801.426.8800
Site Name or Address:	870 W Center St, Orem		Email Address:	bfell@telos.org; hr@telos.org; tmosier@telos.org	Notes
Approved Capacity:	56	# of Present Residents/Clients	39	Please review the following items prior to the inspection: (Mark with a check mark if completed and make and necessary notes)	
<input checked="" type="checkbox"/> DACS to ensure background checks are current. <input type="checkbox"/> Any active rule variances. <input type="checkbox"/> Any license restrictions or conditions. <input type="checkbox"/> Any needed rule variances.		<input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> NA <input type="checkbox"/> NA		Please review the following items during the inspection: (Mark with a check mark if completed and make and necessary notes)	
		<input checked="" type="checkbox"/> Introduce yourself and any DHSS staff <input checked="" type="checkbox"/> Clients Interviews <input checked="" type="checkbox"/> Staff Interviews <input type="checkbox"/> Other:			
Inspection Information: <ul style="list-style-type: none"> The licensor will email you this inspection checklist after the inspection is completed. This checklist is not an official compliance statement. The licensor will send you an official Inspection Report once this inspection has been approved by management. Only items checked here as noncompliant can be part of your Inspection Report, and the Inspection Report is to be considered the results of this inspection. If the only non compliance items are documentation and/or records, please submit them by the correction required date listed. A licensor may conduct a follow-up inspection to verify compliance and maintenance of any noncompliance. 					
Signature Information					
Inspection Type:	Quarterly inspection	Date:	11/21/23	Time Started On-site:	9:30
Number of Non Compliant Items:	2	Name of Individual Informed of this Inspection:	Barry Fell		
Licensor(s) Conducting this Inspection:	Jennifer BUSS				
<input checked="" type="checkbox"/> The Licensor explained noncompliance items (if any).		Please sign/type individual informed name and date of review: Signing this checklist does not constitute agreement with the statements, only that the inspection was conducted and noncompliances, if any, were explained.			
		OL Staff Observing Inspection: Barry Fell			

General Provisions Inspection Checklist							
<p style="text-align: center;">C = Compliant NC = Not Compliant NA = Not Assessed during this inspection</p>							
Licensing Application and Monitoring Procedures	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-4(1)(c) and R501-1-10. The provider permitted OL unrestricted access to site(s), records, clients, and staff during business hours.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Quarterly inspection	
Program Changes	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-6. Any changes to the license, services, ownership, capacity, location, and contact information were properly reported and processed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		
Variances	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-8. The provider is in compliance with the terms of approved rule variances.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	NA	
Required Approvals	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-9. All required policies, curriculums, and updates have been approved by OL before implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Investigations of Alleged Noncompliances	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-11. All reportable critical incidents were properly reported.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Licensee Noncompliance	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-12. If the license has been suspended or revoked, the provider does not accept new clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Program Administration and Direct Service Requirements	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-13(1). The provider clearly identifies services to the office, public, potential client, parent, or guardian regarding:							
(a) contact information;	<input type="checkbox"/>						
(b) the complaint reporting and resolution process;							
(c) a description of each service provided;							
(e) each program requirement and expectation;							
(f) eligibility criteria outlining behavior, diagnosis, situation, population, and age that can be safely served;							
(g) each cost, fee, and expense for a service and refund policy; and							
(n) identification of each non-clinical, extracurricular, or supplemental service offered or referred.					<input type="checkbox"/>		

R501-1-13(2). The following items are posted in a conspicuous place:				
(a) abuse reporting laws; (b) civil rights notice; (c) Americans with Disabilities Act notice; (d) the program license; (e) any office notice of agency action; and (f) a client rights poster.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-13(3). Provider is in compliance with:				
(a) food handler permits for any person preparing meals for any other person; (b) capacity limits; (c) licensure and registration of any vehicles used to transport clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-13(5). Provider has proof that:				
(a) financial viability of the program as verified by a financial professional; (b) vehicle insurance;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-13(6). Provider ensures that:				
(a) each entity associated with the licensee read, understand, sign, and follow the current department code of conduct; (b) current staff and client lists are available at each licensed site; (f) at least one CPR and First Aid trained or certified staff member is available when staff and clients are present together; (g) the program maintains an opioid overdose reversal kit on-site with on duty staff trained in its use if the program is serving, or is likely to serve, a client with a substance use disorder; and (m) the program provides trainings and monitors staff to ensure compliance regarding program policy and procedures including:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(i) the needs of each client; (ii) licensing rule; (iii) client rights; (iv) department code of conduct; (v) incident reporting; (vi) program emergency response plan; and (vii) CPR and first aid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-13(7) & (8). A program providing school on-site:				
(a) completes youth education forms for all education entitled children (b) maintains the established staff to client ratio with behavioral intervention trained staff in the school setting; (c) is recognized as in good standing by an educational accreditation organization such as the State Board of Education or the National School Accreditation Board; and (d) ensures each youth is taught at grade level.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Residential Programs Additional Administration and Direct Services Requirements	C NC NA	Date to be corrected by	Corrected During Inspection	Notes
R501-1-13(9). The provider ensures that unlicensed clinical and medical staff who are not associated with the facility are appropriately supervised.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>	
R501-1-13(10). A program that utilizes telehealth for treatment complies with each applicable rule.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>	
R501-1-14(1). A program providing residential service:		<input type="checkbox"/>	<input type="checkbox"/>	
(b) ensures that each staff shift list remains current and available to the office upon request;	<input type="checkbox"/>		<input type="checkbox"/>	
(c) ensures access to a medical clinic or a medical professional familiar with the program and population served; and	<input type="checkbox"/>		<input type="checkbox"/>	
(d) provides a separate space for clients who are sick.	<input type="checkbox"/>		<input type="checkbox"/>	
R501-1-14(3). If the congregate care program caring for youth allows an individual turning 18 years old to remain in the program, the provider ensures that:			<input type="checkbox"/>	
(a) the individual remains in the custody of a State entity or the individual was admitted and continuously resided in the program for at least 30 days before the individual's 18th birthday;				
(b) the program has a documented need for the individual to remain in the program;				
(c) the program maintains responsibility for discharge to an appropriate setting when clinically appropriate and no later than the day an individual reaches 19 years of age;			<input type="checkbox"/>	
(d) the program outlines a policy regarding the protection of younger clients by supervising or separating 18-year-old individuals from youth who are more than two years younger; and	<input type="checkbox"/>		<input type="checkbox"/>	
(e) the individual signs a consent document outlining:				
(i) the individual is consenting to remain in the program voluntarily and understands the individual is not required to remain against their will;				
(ii) that any criminal offenses committed may result in being charged as an adult; and				
(iii) that if the individual is involved in any critical incidents posing a risk to the health and safety of other program residents they may be discharged from the program.				
R501-1-14(4). The provider facilitates weekly confidential voice-to-voice communication between a child and the child's parents, guardian, foster parents, and siblings. The provider ensures that the communication complies with the child's treatment plan, if any, and				
(a) does not use family contact as an incentive for proper behavior or withhold family contact as a punishment;				
(b) does not deny the communication unless state law or a court order prohibits the communication; or	<input type="checkbox"/>		<input type="checkbox"/>	
modify the frequency or form of the communication unless:				
(A) the office approves the modification; or				
(B) state law or a court order prohibits the frequency or the form of the communication.				<input type="checkbox"/>

R501-1-14(5). The provider ensures that before allowing a direct care staff to work unsupervised, they have an approved background clearance and are trained in the following:						
(a) behavior management policy and curriculum including crisis intervention, appropriate use of restraint and seclusion, and de-escalation techniques;	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
(b) which practices are prohibited for congregate care programs;	<input type="checkbox"/>					
(c) the clinical needs of each of the clientele;						
(d) client rights;						
(e) department code of conduct; and						
(f) incident reporting.						
R501-1-14(6). Direct care staff are trained in first aid and CPR within six months of hire.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>	
Program Physical Facilities and Safety	c	NC	NA	Date to be corrected by	Corrected During Inspection	Notes
R501-1-15(1). The appearance and cleanliness of the building and grounds are maintained and free from health and fire hazards.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	kitchen garbage over flowing and dried food on the ground in the kitchen, sparse room in the center house had a broken in bed and sheets left out and mattresses stacked in laundry room.
R501-1-15(2). Appliances, plumbing, electrical, HVAC, and furnishings are maintained in operating order and in a clean and safe condition.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(3). clients with disabilities are accommodated as needed or appropriately referred to comparable services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(4). Fire drills in non-outpatient programs are conducted and documented at least quarterly and program administration provides and documents feedback regarding response time and process.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(5). A 911 recognizable phone is always on-site with clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(6). Bathroom facilities for staff and clients allow for individual privacy and afford reasonable accommodation based on gender identity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(7). Each bathroom is properly equipped with toilet paper, paper towels or a dryer, and soap.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(8). Each bathroom is ventilated by mechanical means or equipped with a window that opens.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	In the Carter house all three bathrooms need ventilation put in.
R501-1-15(9). Medications and potentially hazardous items on-site are maintained lawfully, responsibly, and with consideration of the safety and risk level of the population served. This includes locked storage for each medication and hazardous chemical.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(10). Non-prescription medications, if stored on-site, are stored in original manufacturer's packaging together with the manufacturer's directions and warnings.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
R501-1-15(11) & (12). Prescription medications, if stored on-site, are stored in original pharmacy packaging or individual pharmacy bubble pack together with the pharmacy label, directions, and warnings. Maintains fully supplied First Aid Kit as recommended by the American Red Cross	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Residential Programs Additional Facilities and Safety Requirements	c	NC	NA	Date to be corrected by	Corrected During Inspection	Notes
R501-1-16(1). There is designated space available for records, administrative work, and confidential phone calls for clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(2). Bedroom assignments are made in accordance with each approved agency non-discrimination policy and individualized assessment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(3). Live-in staff have separate living spaces with a bathroom that is separate from client bathrooms.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(4). Each bedroom designated for clients is comparable to other similarly utilized bedrooms with similar access, location, space, furnishings, and furnishings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(6). No client is locked in a bedroom.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(7). Each mirror or safety mirror is secured to the bathroom wall at a convenient height.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(8). Each bathroom is placed to allow access to each client without disturbing any other client during sleeping hours.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(9). Each bath or shower allows for individual privacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(10). Each client is supplied with hygiene supplies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(11). Each sleeping area has a source of natural light and is ventilated by mechanical means or is equipped with a window that opens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(12). Each bed is solidly constructed and non-portable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(13). Each client is permitted to decorate and personalize their bedroom, while maintaining respect for each other resident and property.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(14) A program that provides common laundry for towels, bedding, or clothing shall provide separate containers for soiled and clean laundry.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16. (15). Bedding and towels are laundered weekly and after each client is discharged.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(16). Programs permitting clients to do laundry provide equipment and supplies for washing and drying.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(17). Each individual is provided with at least 60 square feet in a multiple occupancy bedroom and 80 square feet in a single occupant bedroom.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(18). In facilities serving individuals with disabilities, no more than two persons are housed in each bedroom.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-1-16(19). Seclusion room measures 75 square ft. with 7 feet ceiling, nothing that obstructs view of client, no safety hazards, has natural light or mechanical ventilation, no locking capability, cannot be a bathroom, bedroom, closet or area outside the licensed site.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food and Service Requirements	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes	
R501-1-17(1). Residential programs that provide meals for four or more, but less than 16, clients comply with a local health inspection.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Program Personnel Record Requirements						
	c	NC	NA	Date to be corrected by	Corrected During Inspection	Notes
R501-1-17(2). Meals are not used as incentive or punishment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
R501-1-17(3). Each program that provides meals provides nutritional counseling to staff and clients and designate staff responsible for food service. As part of these responsibilities, each program ensures that designated staff:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
(a) maintain a current list of each client with special nutritional needs;						
(b) ensure that each client with special nutritional needs has food storage and a preparation area that is not exposed to any identified allergen or contaminant; and	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
(c) except in a day treatment program serving clients for less than ten hours a day, or outpatient programs serving clients for less than six consecutive hours a day, provide a variety of three nutritious meals a day that is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
(i) served from dietician or nutritionist approved menus; or						
(ii) for programs serving individuals experiencing homelessness, serve meals as required by USDA standard homeless settings.						
R501-1-17(4). Programs that provide meals establish and post kitchen rules and privileges in a kitchen according to client needs and safe food handling practices.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
R501-1-17(5). Programs that provide meals provide adequate dining space that is maintained in a clean and safe condition for each client.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
R501-1-17(6). Programs that provide self-serve meals ensure that self-serve kitchen users are supervised, directed, and trained by a staff that has a Department of Health food handler's permit or is trained by Serv-Safe, USDA, or a comparable program.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Program Staffing						
R501-1-18(1). There is adequate staffing, so the current population can be safely supervised.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
R501-1-18(2). A manager or qualified designee is immediately available when the program is in operation or there is a qualified and trained substitute when the manager is absent or unavailable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
R501-1-18(3). Programs that offer clinical services employ or consult with licensed professional staff that include an individual who is familiar with the program and the needs of each client.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
R501-1-18(4). Programs serving substance use disorder ensure each staff and client is screened for tuberculosis.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
R501-1-18(5). Programs managing, storing, or administering client medication identify a medical professional to be responsible for the medication management policy, medication oversight, and staff training regarding medication management.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
R501-1-18(6). Each program or person involved with the prescription, administration, or dispensing of controlled substances maintains appropriate medical or pharmacy licenses and DEA registration numbers as described in 21 CFR 1301.21	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

R501-1-19(1)-(2). The program create and maintains personnel information for each staff member, contracted employee, and volunteer, including:				
(a) any applicable qualification, experience, certification, or license;				
(b) any approved and current office background clearance, except as excluded in Section R501-14-17;				
(c) a department code of conduct that is signed by the staff member, contracted employee, or volunteer;	<input type="checkbox"/>			
(d) any training records with the date completed, topic, and the individual's signed acknowledgement of training completion to include: (i) current CPR and First Aid certification; (ii) current policy and procedure training; and (iii) proof of annual department code of conduct and behavior management training;	<input type="checkbox"/>			
(e) any grievances or complaints made by or against the individual and actions taken by the program; and	<input type="checkbox"/>			
(f) each crisis intervention or critical incident report involving the individual.	<input type="checkbox"/>			
Program Client Record Requirements	C	NC	NA	Date to be corrected by
				Corrected During Inspection
Notes				
R501-1-20(1). Client information is maintained and includes:				
(a) client name, address, email address, phone numbers, date of birth and identified gender;				
(b) emergency contact names, including legal guardian where applicable, and at minimum, the emergency contact physical address, current email address or current phone numbers;				
(c) a program serving substance use disorder clients shall maintain compliance with an initial and annual client tuberculosis screening results in each client record;				
(d) any information that could affect health safety or well-being of the client including each medication, allergy, chronic condition or communicable disease;				
(e) intake screening and assessment;				
(f) discharge documentation;	<input type="checkbox"/>			
(g) treatment or service plan;	<input type="checkbox"/>			
(h) progress notes and services provided with date and signature of staff completing each entry;				
(i) individualized assessment for restriction of access to on-site items that could be used as weapons for self-directed violence or as an intoxicant;				
(j) any referral arrangements made by the program;				
(k) client or guardian signed consent or court order of commitment to services in lieu of signed consent for each treatment and non-clinical service;				
(l) summary of attendance and absences;				
(m) any grievances or complaints made by or against the client and actions taken by the program;				
(n) each crisis intervention or critical incident report involving the client; and				
(o) any signed agreements and consent forms.				
R501-1-20(2). There is a plan detailing how each program staff and client file will be maintained and remain available to the office and other agencies legally authorized to access the files for seven years regardless of whether the program remains licensed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Program Intake and Discharge Requirements	C	NC	NA	Date to be corrected by
				Corrected During Inspection
Notes				

R501-1-21(1). The program completes an intake screening before accepting a client into the program. Intake screenings assess at minimum:	<input type="checkbox"/>			
(a) verification that the client meets the eligibility requirements of the program;	<input checked="" type="checkbox"/>			
(b) verification that the client does not meet any of the exclusionary criteria that the program identified in policy as unable to serve;	<input type="checkbox"/>			
(c) description of presenting needs;	<input type="checkbox"/>			
(d) suicide risk screening; and	<input type="checkbox"/>			
(e) a program serving substance use disorder clients may not admit anyone who is unresponsive or unable to consent to care because the individual is experiencing convulsions, in shock, delirium tremens, in a coma, or unconscious.	<input type="checkbox"/>			
R501-1-21(3). Following determination of eligibility, the client or parent or guardian signs and receives copies of the following agreements to be maintained as client records:	<input type="checkbox"/>			
(a) fee agreement outlining costs of services including program, client, parent, or guardian responsibility for payment; and	<input type="checkbox"/>			
(b) signed consent for treatment that outlines:	<input type="checkbox"/>			
(i) rules of the program;	<input type="checkbox"/>			
(ii) expectations of clients, parents, and guardians;	<input type="checkbox"/>			
(iii) services to be provided;	<input type="checkbox"/>			
(iv) Medicaid number, insurance information, and identification of any other entities that are billed for the client's services; (v) client rights; and	<input type="checkbox"/>			
(vi) licensing contact information.	<input type="checkbox"/>			
R501-1-21(4). A discharge plan identify resources available to a client and include:	<input type="checkbox"/>			
(a) reason for discharge or transfer;	<input type="checkbox"/>			
(b) aftercare plan;	<input checked="" type="checkbox"/>			
(c) summary of services provided; and	<input type="checkbox"/>			
(d) progress evaluation.	<input type="checkbox"/>			
Residential Additional Program Intake and Discharge Requirements				
R501-1-22(1). In residential facilities, an intake assessment is completed following an approved intake screening and no later than seven days from the admission date. The assessment considers and contains:	<input type="checkbox"/>			
(a) gender identity and individualized assessment for bedroom and bathroom assignments;	<input type="checkbox"/>			
(b) cultural background;	<input checked="" type="checkbox"/>			
(c) dominant language and mode of communication;	<input type="checkbox"/>			
(d) family history and dynamics;	<input type="checkbox"/>			
(e) current and past health and medical history;	<input type="checkbox"/>			
(f) social, psychological, developmental, vocational, and, as appropriate, educational factors;	<input type="checkbox"/>			
(g) suicide risk screening; and	<input type="checkbox"/>			
(h) authorization to serve and obtain emergency care.	<input type="checkbox"/>			
R501-1-22(3). No youth from out of state is served without a disruption plan as described in Section 62A-2-125 and, as applicable, Title 80-2-905, Interstate Compact Placement of Children.	<input type="checkbox"/>			

R501-1-22(4). The disruption plan contains the following:						
(a) program must retain jurisdiction and responsibility for the youth while the youth remains in Utah;						
(b) a program must complete an individualized disruption plan at the time of intake for each out of state client to include:						
(i) who is responsible for the child's return if placement at the facility disrupts;						
(ii) current emergency contact information to include the name, address, phone and email address of the parent or responsible party;						
(iii) a signed statement from parent or responsible party outlining the plan for the youth in the event of an unplanned disruption in care; and						
(iv) a plan for safe transportation either to the state of origin, the responsible party identified in Subsection R501-1-22(3)(a) or to another licensed congregate care program.						
R501-1-22(5). Each congregate care program may demonstrate compliance with Subsections R501-1-22(2) and R501-1-22(3) by producing the 100A and 100B forms and disruption plan as required by the Interstate Compact for the Placement of Children (ICPC).						
R501-1-22(6). Private placements are reported to the office by the fifth business day of each month.						
R501-1-22(7). Critical and non-critical restraints or seclusions are reported to the office within one business day.						
Program Clinical Services						
R501-1-23(1). Programs providing clinical treatment assign a clinical director to ensure that assessment, treatment, and service planning practices are:						
(a) regularly reviewed and updated;						
(b) individualized; and						
(c) designed to involve the participation of each client or each client's parent or guardian.						
R501-1-23(2). Programs providing clinical treatment ensure that each person working directly with a client is informed of the client's individual treatment needs and advised of the best approach to working with that client.						
R501-1-23(3). Programs providing clinical treatment ensure that client treatment plans are developed and signed by a licensed clinical professional within 30 days of admission.						
R501-1-23(4). Program providing clinical treatment ensure that discharge goals are identified in the initial treatment plan and treatment goals are structured around the identified discharge goals and objectives.						
R501-1-23(5). Program providing clinical treatment ensure that each client identified for treatment receives individual treatment at least weekly.						
R501-1-23(6). Program providing group counseling, family counseling, skills development, or other treatment ensure the treatment is offered and documented as prescribed in the treatment plan.						
Program Policy and Procedure Requirements						
	c	nc	na	Date to be corrected by	Corrected During Inspection	Notes

Additional Policy and Procedure Requirements for Residential Programs					Notes
	C	NC	NA	Date to be corrected by	Corrected During Inspection
R501-1-24. As submitted to the office, the program developed, implemented, and complied with policies and procedures sufficient to ensure client health and safety and meet the needs of the client population served.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
R501-1-25(1). Residential programs that provide meals for clients have and follow a food service policy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
R501-1-25(2). Residential programs managing, storing, or administering client medications have and follow a medication management policy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
R501-1-25(3). Residential programs have a policy to train staff to identify and address critical risks including violence, suicide, mental health concerns, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
R501-1-25(4). Residential programs have a policy regarding the care, vaccination, licensure, and maintenance of any animals on-site.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
R501-1-25(5). Residential programs have a policy regarding client belongings policy that addresses:	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
(a) initial and updated inventory signed by the client;	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
(b) storage and return of each client belonging to the client or client's guardian at the time of discharge; and					
(c) program shall replace any lost or stolen items for which the program is responsible.					
R501-1-25(6). A program managing funds for client allowances must document each expense.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
R501-1-25(7). Residential programs develop and follow a policy for providing separate space for sick clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Congregate Care Program Additional Policy and Procedure Requirement					Notes
	C	NC	NA	Date to be corrected by	Corrected During Inspection

- R501-1-26.** A Congregate Care Program does not utilize any behavior management technique, restraint, seclusion, or curriculum unless it has been approved by the office. They do not use cruel, severe, unusual, or unnecessary practice on a child, including:
- (a) a strip search unless the congregate care program determines and documents that a strip search is necessary to protect an individual's health or safety;
 - (b) a body cavity search unless the congregate care program determines and documents that a body cavity search is necessary to protect an individual's health or safety;
 - (c) inducing pain to obtain compliance;
 - (d) hyperextending joints;
 - (e) peer restraints;
 - (f) discipline or punishment that is intended to frighten or humiliate;
 - (g) requiring or forcing the child to take an uncomfortable position, including squatting or bending;
 - (h) for the purpose of punishing or humiliating, requiring or forcing the child to repeat physical movements or physical exercises such as running laps or performing push-ups;
 - (i) spanking, hitting, shaking, or otherwise engaging in aggressive physical contact;
 - (j) denying an essential program service;
 - (k) depriving the child of a meal, water, rest, or opportunity for toileting;
 - (l) denying shelter, clothing, or bedding;
 - (m) withholding personal interaction, emotional response, or stimulation;
 - (n) prohibiting the child from entering the residence;
 - (o) abuse as defined in Section 80-1-102; and
 - (p) neglect as defined in Section 80-1-102.

Residential Treatment Programs Additional Inspection Checklist

C = Compliant

NC = Not Compliant

NA = Not Assessed during this inspection

Administration	C	NC	NA	Date to be corrected by	Corrected During Inspection	Notes
R501-19-3(1). The residential treatment program documents local government approval for new program services or increased consumer capacity as described in Section 62A-2:108.2.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(2). The residential treatment program serving a child provides direct supervision that meets supervision and ratio requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(3). The residential treatment program serving a child has no less than two direct care staff on duty.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(4). The residential treatment program serving a child maintains a staff to client ratio of no less than one staff to every four clients or as otherwise dictated in department contract.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(5). Except as provided under Section R501-19-4, a residential treatment program serving a child may decrease the staff to client ratio during client sleeping hours to one staff to every 16 clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(6). The residential treatment program serving a child only decreases the number of staff as described in Section R501-19-4 if:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(a) each client is appropriately supervised to ensure health and safety at the ratio; and	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(b) each direct care staff remains awake while on duty.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(7). The residential treatment program increases each staff to client ratio as necessary to ensure the health and safety of the current client population.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(8). Direct supervision is only performed by direct care staff who are in physical proximity to the clients and actively supervising with line-of-sight check-ins no less frequently than every 15 minutes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(9). Except in an emergency situation that is caused by a client's behavior or medical needs, each direct care staff assigned to a one-on-one or line-of-sight supervision is not counted at the same time in the staffing ratio for any other client.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(10). The program policy includes how the program will accommodate client privacy in each bedroom space while assuring client health and safety.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R501-19-3(11). The residential treatment program may utilize on-site video surveillance to directly supervise a client in time out or seclusion or as an enhancement to minimum supervision ratio requirements. 15-minute physical check-ins must be conducted and documented when a client is being monitored by video.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

R501-19-3(12). Video surveillance in bedrooms is only used by a residential treatment program:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(a) with client, parent, or guardian permission;			
(b) when there is a documented need;			
(c) when the programs monitor cameras or checks in at intervals of 15-minutes or less; and			
(d) in a program serving an individual with disabilities, where video surveillance is in compliance with Rule R539-3.			
R501-19-3(13). A residential treatment program serving a child may provide step-down privileges to include unsupervised time and authorized departures from the program if:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(a) the program maintains a 1:4 direct care staff to client ratio;			
(b) the program documents in the client record and communicates to each of the client's direct care staff individualized justification for the step-down privileges and which privileges are authorized by a clinical professional;			
(c) the program obtains written parental or guardian consent prior to allowing step-down privileges; and			
(d) the program provides to each client and parent or guardian a policy that includes:			
(i) a description of what constitutes authorized departure and unsupervised time;			
(ii) a description of how each step-down privilege, including authorized departure or unsupervised time, is achieved and rescinded;			
(iii) a policy that the program will immediately communicate to each client parent or guardian and direct care staff when the step-down privileges have been rescinded; and			
(iv) a statement that no step-down client is permitted to perform any direct care staff duties.			
R501-19-3(14). A residential treatment program serving adults may admit a 17-year-old under the following circumstances:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(a) the program obtains written permission from the individual's parent or legal guardian;			
(b) the program provides clinical justification;			
(c) the program ensures that the individual sleeps in a separate room from adults or a room that the individual shares with adults no more than two years older than the individual;			
(d) the program ensures that any adult with direct access to the 17-year-old is directly supervised by a direct care staff; and			
(e) the program ensures enhanced safety and supervision measures for treating a minor in an adult setting.			
R501-19-3(15). The residential treatment program providing services to a substance use disorder client:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(a) only admits a substance use disorder client with a level of care that falls within American Society of Addiction Medicine levels 3.1 through 3.5; and			
(b) obtains any required licenses before providing any service to a substance use disorder client outside of the residential milieu with a level of care described in Subsection R501-19-3(16).			

	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(16). The residential treatment program makes any necessary accommodation before allowing a child to continue the child's education with a curriculum approved by the State Board of Education.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(17). A program that provides education utilizes a curriculum that is recognized by an educational accreditation organization such as the State Board of Education or the National School Accreditation Board.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(18). A program that allows a client to participate in meal preparation ensures proper training and justify the client's participation in writing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(19). The residential treatment program provides individual, group, and family counseling or other treatment, including skills development, at least weekly or as outlined in the individual's treatment plan.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(20). A residential treatment program that provides therapeutic service such as life skill development, psychoeducation, or social coaching is included in the therapeutic environment and be overseen by a clinical professional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(21). The residential treatment program documents the time and date of each service provided to each client. Any documentation includes the signature of the individual providing service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-3(22). The residential treatment program provides indoor space for free and informal client activities.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirements for Intermediate Secure Treatment				
c	NC	NA	Date to be corrected by	Corrected During Inspection
R501-19-4(1). The intermediate secure treatment program clearly defines in policy the responsibilities of the manager described in Section R501-1-18.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-4(2). Subsection R501-19-3(4) does not apply to an intermediate secure treatment program serving youth. Intermediate secure treatment programs serving youth maintain a staff to client ratio of no less than one staff to every five clients.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-4(3). The manager described in Section R501-1-18:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) is at least 25 years of age;	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) has a BA or BS degree or equivalent training in a human services related field; and	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) has at least three years management experience in a residential or secure treatment setting.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-4(4). Each direct care staff working in an intermediate secure treatment program is trained to work with a child with behavioral or mental health needs and works under the supervision of a licensed clinical professional.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

R501-19-4(5). In addition to the direct care staff training requirements described in Subsection R501-1-14(5), each direct care staff working in an intermediate secure treatment program receives 30 hours of additional training annually that includes training on the following topics:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) human relations and communication skills;	<input type="checkbox"/>			
(b) the special needs of children and families;				
(c) problem solving and guidance;				
(d) client rules and regulations;				
(e) client record and incident documentation ;				
(f) maintaining staff, client, and visitor safety in a secure setting; and				
(g) universal precautions for bloodborne pathogens.				
R501-19-4(6). The intermediate secure treatment facility incorporates the use of fixtures and furnishings that help limit self-harm and suicide. Such fixtures and furnishings include:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) plexiglass or safety glass;				
(b) recessed lighting;				
(c) sealed light fixtures;				
(d) non-exposed fire sprinkler heads; and				
(e) pressure release robe hooks.				
Specialized Services Required to Serve Clients Under the Division of Services for People with Disabilities				
R501-19-5(1). The residential treatment program made policy and procedures governing each facility daily operation and activity available to each client and visitor. Each policy and procedures governing facility daily operation and activity applies to any individual that enters the facility.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(2). The residential treatment program specifies, in policy, the amount of time non-client individuals may stay as overnight guests.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(3). The residential treatment program presents each client with an individual plan that addresses appropriate day treatment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(4). The residential treatment program shares with each client a monthly activity schedule.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(5). The residential treatment program maintains a record of income earned and unearned, and client service fees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(6). The residential treatment facility is located within a reasonable distance from school, church, recreation, and other community facilities.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(7). The residential treatment program maintains an accurate record of each fund deposited with the residential facility for client use. This record contains a list of each deposit and withdrawal.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R501-19-5(8). The residential treatment program substantiates client purchase of over \$20 with receipts signed by the client and professional staff. The residential treatment program keeps a record of each client petty cash fund.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

R501-19-5(9). The residential treatment program, in conjunction with the support coordinator for the Division of Services for People With Disabilities and each client's parent or guardian, applies for unearned income benefits for which a client is entitled.	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
R501-22-9(10). In the event of a conflict between licensing rule and the Federal Home and Community Based Settings Final rule, the settings rule shall prevail.	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

ADDITIONAL INFORMATION							