

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Provider: RIVERSIDE INDUSTRIES INC _____

Provider Address: One Cottage St , Easthampton _____

Name of Person Completing Form: Kyle Schaller _____

Date(s) of Review: 06-DEC-23 to 08-DEC-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	3/4

Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L8
Indicator	Emergency Fact Sheets

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Area Need Improvement	For five individuals, emergency fact sheets did not include a current photograph. For one of the five plus an additional individual, information concerning current medications, significant behavior characteristics, likely response to search efforts, or the person's self-preservation abilities was either missing or not current. The agency needs to ensure that the emergency fact sheets it develops provide current, accurate personal details, including the person's capabilities during an emergency and a recent photograph to assist during a search for the person if they are lost or missing.
Process Utilized to correct and review indicator	Changed process so that the EFS' for all Emp and CBDS clients will be reviewed and updated at the six-month mark in addition to the regular review at the ISP. Photos for everyone's Emergency Fact Sheets will be retaken every November of an odd year (2023,2025, etc.). Twenty-five percent of all E/C clients were reviewed for this follow-up.
Status at follow-up	All the people in the 25% survey sample had current, accurate and fully completed Emergency Fact Sheets.
Rating	Met

Indicator #	L16
Indicator	Accessibility
Area Need Improvement	A commonly accessed bathroom at the day/employment location was not fully accessible to participants who used wheelchairs. Also, divots were found in the flooring surface of one program's space that could prove hazardous to those using walkers to ambulate. The agency needs to provide an accessible bathroom to include an entry door which every program participant can open and close independently for privacy. The agency also needs to ensure flooring surfaces are adequately maintained, checked, and repairs made when needed.

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Process Utilized to correct and review indicator	The three individuals for whom the door was propped open demonstrated their ability to both enter and exit the bathroom independently with a closed door. Divots on the floors were filled. Supervisors who conduct inspections for the Safety Committee of their areas every six months were retrained on the question "Are the walk areas clean, level and free of hazards?"
Status at follow-up	All complete.
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Two incidents were not submitted within required timelines. The agency needs to ensure that incident reports are submitted and reviewed within required timelines.
Process Utilized to correct and review indicator	The Director who receives an incident report will file it immediately or will set an alarm for two hours. If they cannot complete the initial report within those two hours, they will hand it off to an available Director. If there is no available Director, the original Director will stop what they are doing, unless it is safety related, and file the report. The client file coordinator will be informed that an initial report has been filed and take part in ensuring that the Director completes the final report. The Client File Coordinator will also review HCSIS daily for any incomplete reports.
Status at follow-up	One incident occurred. The initial report was filed on time. The final report was not.
Rating	Not Met

Indicator #	L94 (05/22)
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Indicator	Assistive technology
Area Need Improvement	For six individuals, survey findings indicated that the benefits of assistive technology had not been fully assessed. The agency needs to ensure that all individuals are assessed to identify whether any assistive technology might benefit the individual in maximizing their independence.
Process Utilized to correct and review indicator	Individuals' assistive technology needs were further assessed by completing Riverside's Assistive Technology Survey more thoroughly and re-connecting with families and support staff. One or two domains were identified for each person as an area in which they would like to improve their independence. Assistive technology was identified, researched and acquired for all individuals.
Status at follow-up	All complete.
Rating	Met