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| **MASSACHUSETTS DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION**  **Program Quality Assurance Services** |

##### PROGRAM REVIEW

## CORRECTIVE ACTION PLAN

Special Education Agency: Boston College Campus School

Program Review Onsite Year: 2018-2019

**Programs under review for the agency:**

BC Campus School Day Program

All corrective action must be fully implemented and all noncompliance corrected as soon as possible and no later than one year from the issuance of the Program Review Final Report dated 07/26/2019.

**Mandatory One-Year Compliance Date:** **07/26/2020**

**Summary of Required Corrective Action Plans in this Report**

| **Criterion** | **Criterion Title** | **PR Rating** |
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| PS 12.1 | New Staff Orientation and Training | Partially Implemented |
| PS 12.2 | In-Service Training Plan and Calendar | Partially Implemented |

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| PROGRAM REVIEW  **CORRECTIVE ACTION PLAN** |

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| **Criterion & Topic:**  PS 12.1 New Staff Orientation and Training | | **PR Rating:**  Partially Implemented |
| **Department Program Review Findings:**  A review of documentation, interviews and staff records indicated that not all staff or volunteers who work directly with students received the required orientation trainings. Orientation trainings were not clearly documented in all staff/volunteer records; therefore, the Department was not able to verify that staff and volunteers received all mandated orientation trainings. | | |
| **Description of Corrective Action:**  The Campus School has developed a training program that documents the required areas of need in accordance with the recent CPR. It is a three part CAP. First, a document that addresses the areas of The Campus School along with the needed requirements for all staff. This will be utilized for all staff and volunteers and be distributed to anyone who works or volunteers at the school. The second document is the sign-in for the trainings indicating individuals, both staff and volunteers have completed trainings either live, video-tape or powerpoint. For areas such as the evacuation training, volunteers will learn through the video clip while other areas will be given with a live presentation. All restraint training will be live. Below is a calendar of trainings for both staff and volunteers.  All trainings for The Campus School staff will be completed by September 30th. The following individuals will be trained:  Director Music Therapist  Assistant Director(s) Occupational Therapists  Marketing/Admissions Director Physical Therapists  Volunteer Coordinator SLPs  Family Services Coordinator SLP Assistant  Business Manager Nurses  Teachers Admin Assistants  Assistant Teachers AT Teacher  TVI/Deaf/Blind Teacher(s)  August 28th the following live presentations will be given:  Topic Presenter  Reporting Abuse and Neglect Julia Coash-teacher  Student Discipline and Behavior Support Kathy Gaudreau-Assistant Director  Program?s use of Physical Restraint/CPI Alysha Croke-PT/Certified CPI Trainer  Runaway Policy Julia Coash  Emergency Procedures BC Fire Department  Civil Rights responsibilities Betsy Keane-Teacher  Bullying Prevention & Intervention Betsy Keane  Anti-Hazing Betsy Keane  Medication Administration AnneMarie Morgan R.N. & Michelle Hannon R.N  Discussions of Medication AnneMarie Morgan R.N. & Michelle Hannon R.N.  Transportation Safety Meaghan Reddy-teacher  Student Record & Confidentiality Kathy Gaudreau  MCAS Learning Standards Meaghan Reddy  Procedures for MCAS Inclusion Meaghan Reddy  September 3rd the following presentation will be given:  Transportation and Van Training Betsy Keane  September 4th the following presentation will be given:  CPI Training Alysha Croke  October 2nd the following presentation will be given:  MCAS Training TBD    Boston College Student Volunteers  Approximately 300 students will be trained on the same topics as the staff of The Campus School. The actual number will be determined in the fall. Because the volunteers arrive in stages, training for these volunteers will be completed by Wednesday, November 27th.  Training (Tentative) times currently scheduled are:  Sunday, September 29th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  Sunday, October 6th 6:00 p.m.-8:30 p.m.  Wednesday, October 9th 6:00 p.m.-8:30 p.m.  Wednesday, October 16th 3:15 p.m.-4:30 p.m.  Medication/Discussion of medications & cleanliness  Delivered by AnneMarie Morgan R.N. & Michelle Hannon R.N.  Sunday, October 20th 6:00 p.m.-8:30 p.m.  Sunday, October 27th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  Sunday, November 3rd 6:00 p.m.-8:30 p.m.  Sunday, November 13th 3:15 p.m.-4:30 p.m.  Medication/Discussion of medications & cleanliness  Delivered by AnneMarie Morgan R.N. & Michelle Hannon R.N.  Sunday, November 24th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  \*CPI Training and Lifting will be arranged individually with the PT/CPI Trainer.  \*\*Emergency procedures will be videotaped on August 28th and available for viewing individually by the volunteers. They will need to sign off upon completion of their participation. Sign-off forms will be kept in the main office and monitored by the Administrative Assistant.  \*\*\*Additional dates in calendar will be assigned based on enrollment of volunteers.  Additionally, the Campus School will continue to complete the Training form by each volunteer that includes:  CORI  Statement of Confidentiality  Policies and Procedures  Restraint Training  Blood Borne Pathogens  Prevention Training-Behavior Management  Lifting and Handling  Medical Orientation  Occupational Therapy  Physical Therapy-Lifts/transfers/walking with students  OT-Feedings  Nursing-suctioning, flushing, seizure protocol | | |
| **Title/Role(s) of Responsible Persons:**  Barbara J. Cataldo, Director | | **Expected Date of Completion:**  11/27/2019 |
| **Evidence of Completion of the Corrective Action:**  Evidence of the correction will be seen in the signature pages for each staff member and volunteer. The pages will be maintained by the Director's Administrative Assistant and reviewed by the Director on a weekly basis. At the conclusion of the training time, The Campus School will be able to submit a complete list with signatures to DESE indicating everyone completed the required trainings. | | |
| **Description of Internal Monitoring Procedures:**  As the Director, I will oversee the weekly review to ensure that everyone is participating in the trainings. If a staff member or volunteer is absent on the day of the training, it will be decided whether the employee/volunteer will make up the session via a powerpoint or a video clip. If the session is being offered live to the volunteers, the staff member will be required to attend. The volunteers have been assigned several opportunities for each training to ensure everyone participates in a session. If either an employee or a volunteer misses the session, the make update will be indicated and a signature from the staff/volunteer and the Director indicating that it has been made up. | | |
| CORRECTIVE ACTION PLAN APPROVAL SECTION | | |
| **Criterion:**  PS 12.1 New Staff Orientation and Training | **Corrective Action Plan Status:** Partially Approved  **Status Date:** 08/29/2019  **Correction Status:** Not Corrected | |
| **Basis for Decision:**  Based on documentation submitted, the required elements of the criterion that state new staff and volunteers must receive the physical restraint training within the first month of hire and must receive Department mandated training under criterion 12.2 a-g before direct care duties with students are missing. | | |
| **Department Order of Corrective Action:**  Along with the other required elements of the Corrective Action Plan, the program must provide documentation that the required elements of the criterion that state new staff and volunteers must receive the physical restraint training within the first month of hire and must receive Department mandated training under criterion 12.2 a-g before direct care duties with students. | | |
| **Required Elements of Progress Report(s):**  For the 11/27/2019 progress report, the Boston College Campus School Day Program must submit documentation that shows 1) all of the required, mandated topics covered during the orientation training for new staff and volunteers, 2) the name and job title of the person(s) conducting the training(s), 3) a written procedure how the program will ensure that all new staff and volunteer records will be consistently documented to show orientation trainings with dates of completion, and 4) a written procedure describing how staff and volunteers will make-up missed orientation training elements. | | |
| **Progress Report Due Date(s):**    11/27/2019 | | |

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| PROGRAM REVIEW  **CORRECTIVE ACTION PLAN** |

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| **Criterion & Topic:**  PS 12.2 In-Service Training Plan and Calendar | | **PR Rating:**  Partially Implemented |
| **Department Program Review Findings:**  A review of documentation, interviews and staff records indicated that not all staff received the required annual in-service trainings. In-service trainings were not clearly documented in all staff records; therefore, the Department was not able to verify that staff received all mandated in-service trainings annually. | | |
| **Description of Corrective Action:**  A program of training has been arranged for each summer that involves new staff, returning staff, and student volunteers. Because the volunteers arrive on campus later than the teaching staff, the program must be delivered in two stages. The volunteers will be required to attend the trainings on weekends and/or evenings when they are delivered by the Campus School staff. Because the volunteers join over the course of several weeks, multiple sessions will need to be conducted in order to ensure all volunteers participate. A schedule is listed below.  All trainings for The Campus School staff will be completed by September 30th. The following individuals will be trained:  Director Music Therapist  Assistant Director(s) Occupational Therapists  Marketing/Admissions Director Physical Therapists  Volunteer Coordinator SLPs  Family Services Coordinator SLP Assistant  Business Manager Nurses  Teachers Admin Assistants  Assistant Teachers AT Teacher  TVI/Deaf/Blind Teacher(s)  August 28th the following live presentations will be given:  Topic Presenter  Reporting Abuse and Neglect Julia Coash-teacher  Student Discipline and Behavior Support Kathy Gaudreau-Assistant Director  Program?s use of Physical Restraint/CPI Alysha Croke-PT/Certified CPI Trainer  Runaway Policy Julia Coash  Emergency Procedures BC Fire Department  Civil Rights responsibilities Betsy Keane-Teacher  Bullying Prevention & Intervention Betsy Keane  Anti-Hazing Betsy Keane  Medication Administration AnneMarie Morgan R.N. & Michelle Hannon R.N  Discussions of Medication AnneMarie Morgan R.N. & Michelle Hannon R.N.  Transportation Safety Meaghan Reddy-teacher  Student Record & Confidentiality Kathy Gaudreau  MCAS Learning Standards Meaghan Reddy  Procedures for MCAS Inclusion Meaghan Reddy  September 3rd the following presentation will be given:  Transportation and Van Training Betsy Keane  September 4th the following presentation will be given:  CPI Training Alysha Croke  October 2nd the following presentation will be given:  MCAS Training TBD    Boston College Student Volunteers  Approximately 300 students will be trained on the same topics as the staff of The Campus School. The actual number will be determined in the fall. Because the volunteers arrive in stages, training for these volunteers will be completed by Wednesday, November 27th.  Training (Tentative) times currently scheduled are:  Sunday, September 29th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  Sunday, October 6th 6:00 p.m.-8:30 p.m.  Wednesday, October 9th 6:00 p.m.-8:30 p.m.  Wednesday, October 16th 3:15 p.m.-4:30 p.m.  Medication/Discussion of medications & cleanliness  Delivered by AnneMarie Morgan R.N. & Michelle Hannon R.N.  Sunday, October 20th 6:00 p.m.-8:30 p.m.  Sunday, October 27th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  Sunday, November 3rd 6:00 p.m.-8:30 p.m.  Sunday, November 13th 3:15 p.m.-4:30 p.m.  Medication/Discussion of medications & cleanliness  Delivered by AnneMarie Morgan R.N. & Michelle Hannon R.N.  Sunday, November 24th 6:00 p.m.-8:30 p.m.  Reporting Abuse and Neglect  Restraint Student Discipline-physical/restraint removal  Lost Student Runaway  Student Confidentiality/confidentiality  Civil Rights  Bullying Prevention  Anti-Hazing  MCAS/Procedures  Transportation  All training will be delivered by B.J. Cataldo & Kelsey Spratt  \*CPI Training and Lifting will be arranged individually with the PT/CPI Trainer.  \*\*Emergency procedures will be videotaped on August 28th and available for viewing individually by the volunteers. They will need to sign off upon completion of their participation. Sign-off forms will be kept in the main office and monitored by the Administrative Assistant.  \*\*\*Additional dates in calendar will be assigned based on enrollment of volunteers.  Additionally, the Campus School will continue to complete the Training form by each volunteer that includes:  CORI  Statement of Confidentiality  Policies and Procedures  Restraint Training  Blood Borne Pathogens  Prevention Training-Behavior Management  Lifting and Handling  Medical Orientation  Occupational Therapy  Physical Therapy-Lifts/transfers/walking with students  OT-Feedings  Nursing-suctioning, flushing, seizure protocol | | |
| **Title/Role(s) of Responsible Persons:**  Barbara J. Cataldo, Director | | **Expected Date of Completion:**  11/27/2019 |
| **Evidence of Completion of the Corrective Action:**  The Volunteers and the staff will be required to sign in for each training session. Their signature page will be maintained by the administrative assistant who works in the front office and reviewed weekly by the Director. Further, theDirector will attend the trainings for the volunteers to monitor and ensure attendance. By the conclusion off the time period, November 27th, all volunteers will have completed the required training. | | |
| **Description of Internal Monitoring Procedures:**  All signature sheets will be maintained by the Administrative Assistant and reviewed by the Director on a weekly basis. Volunteers who do not complete the training will be informed they cannot participate in the program. They will be welcome to work on other areas for the Campus School that do not involve direct work with the students. | | |
| CORRECTIVE ACTION PLAN APPROVAL SECTION | | |
| **Criterion:**  PS 12.2 In-Service Training Plan and Calendar | **Corrective Action Plan Status:** Submitted  **Status Date:** 08/29/2019  **Correction Status:** Not Corrected | |
| **Basis for Decision:**  Based on documentation submitted, the required elements of the criterion that are missing include submission of a training calendar that shows an average of 2 hour per month of training as well as the dates, times, and allotted time of each training denoted for all staff. | | |
| **Department Order of Corrective Action:**  The program must develop an in-service plan that contains all required elements and a training calendar that shows an average of 2 hour per month of training as well as the dates, times, and allotted timed of each training. | | |
| **Required Elements of Progress Report(s):**  For the 10/15/2019 progress report, the Boston College Campus School Day Program must submit documentation that shows 1) a 2019-2020 training calendar that shows all annual in-service training that average to at least 2 hours of training monthly and include all mandated training topics for all staff/volunteers, 2) the dates and times of each training 3) length of time allotted for each training, 4) the name and job title of the person(s) conducting each training, 5) a written procedure of how the program will ensure that all staff/volunteer records will be consistently documented to show annual training with dates of completion, and 6) a written procedure describing how staff/volunteers make-up missed annual training elements.  Once the Department has approved the In-Service Training Plan, the program must provide evidence of training conducted since May 6, 2019, for all volunteers, interns and staff by submitting 1) the name and job title of the person conducting the training; 2) the dates and times when this training was held; 3) the length of time allotted for the training; 4) a list of all staff in alphabetical order by last name with their position title; and 5) for any staff who did not receive the training, the reason why and when their training is scheduled. | | |
| **Progress Report Due Date(s):**  10/15/2019  11/27/2019 | | |