

**WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL**

NAME OF SERVICE PROVIDER: Royal Living Center, Inc.

DIRECTOR: [REDACTED]

OIG CASE NO. 1318-0035

I. For this case, was there a finding of substantiated allegations?  Yes  No (SUBSTANTIATED NON-EGREGIOUS NEGLECT)  
 Were there Other Observations, requiring a Written Response?  Yes  No

II. NOTICE TO INDIVIDUAL AND LEGAL GUARDIAN (for substantiated cases). The individual and guardian (if a guardian exists) have been notified that the reported allegation was substantiated.  Yes  No Date: \_\_\_\_\_

III. SERVICE PROVIDER'S RESPONSE TO OIG FINDINGS/RECOMMENDATIONS.

**DIRECTIONS FOR EACH COLUMN (Please use additional pages of this form if necessary to complete the report.)**

- X SERVICE PROVIDER'S RESPONSE: Summarize your action for each finding/recommendation.
- X PERSON RESPONSIBLE: Identify the person(s) responsible for each action, by name and/or job function.
- X DATES: Provide the date(s) when each action will be (1) initiated and (2) completed.

**RECEIVED  
DHS**

JUL 16 2018

DIVISION OF  
DEVELOPMENTAL DISABILITIES

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION	
Based on the facts in this case, the following was concluded: The allegation of neglect is unsubstantiated against [REDACTED]. [REDACTED] The allegation of neglect is substantiated against [REDACTED]. [REDACTED]	<i>See Attached</i>	<i>See Attached</i>	<i>See Attached</i>	

IV. APPROVAL BY AUTHORIZED REPRESENTATIVE. I have reviewed the above Written Response. I hereby approve it as the plan for correcting the Findings/Recommendations identified in the OIG investigation for this Case Number.

SIGNATURE: [REDACTED]	DATE: 22 Jun 2018	[REDACTED]	DATE: 7/17/18
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*sent 217 782 9444 22 Jun 2018 plus hand copy*

21Jun2018

Findings / Recommendations	Response	Responsible Person	Completion Date
The allegation of neglect is substantiated against [REDACTED]	[REDACTED] is no longer employed by Royal Living Center, as of September 2017.  All staff have been trained on [REDACTED] 1:1 protocol. Additionally, QIDP and Supervisors monitor for full compliance with protocol.	[REDACTED]  <i>termination unrelated to this investigation.</i>	September 2017

