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|  Utah Department of Health & Human Services Licensing & Background Checks | | <h2 style="margin: 0;">Inspection Checklist</h2> | | | | This inspection checklist is the tool OL licensors use to ensure consistency for every inspection. <i>(Revised 05/2025)</i> | |
| Provider Name: Neighborhood House | Facility ID: 98388 | Phone Number: (801) 363-4589 | | | Notes | | |
| Site Name or Address: 1050 West 500 South Salt Lake City, UT, 84104 | Email Address: deb@nhutah.org; jaime@nhutah.org; levi@nhutah.org | | | | | | |
| Approved Capacity: 78 | # of Present Residents\Clients: | | | | | | |
| Please review the following items prior to the inspection: (Mark with a check mark if completed and make any necessary notes) | | | Please review the following items during the inspection: (Mark with a check mark if completed and make any necessary notes) | | | | |
| X | Current backgrounds in DACS | | | Any active rule variances | N/A | | |
| X | Current staff roster collected | | X | Introduce yourself and any DHHS staff | | | |
| | Any license restrictions or conditions | N/A | X | Staff Interviews | | | |
| | Any needed rule variances | N/A | X | Clients Interviews | | | |
| Inspection Information: | | | | | | | |
| - 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 <i>correction required date</i> listed. A licensor may conduct a follow-up inspection to verify compliance and maintenance of any noncompliance. | | | | | | | |
| <h3 style="margin: 0;">Signature Information</h3> | | | | | | | |
| Inspection Type: Announced Annual | Date: 6/23/2025 | Time Started On-site: 10:00 AM | Time Ended On-site: 11:30 AM | | | | |
| Number of Non Compliant Items: 1 | Name of Individual Informed of this Inspection: Debra Hall | | | | | | |
| Licensor(s) Conducting this Inspection: Hailey Feichko | OL Staff Observing Inspection: None | | | | | | |
| X | 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. | | | | | |

Non-Residential General Provisions - Inspection Checklist

(Revised 05/2025)

C = Compliant

NC = Not Compliant

NA = Not Assessed during this inspection

| New and Renewal Licensing Procedures | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
|---|---|----|----|-------------------------|-----------------------------|-------|
| R380-600-3(1) Until a license or certificate is approved by OL, an applicant or provider may not: (a) accept any fee; (b) enter into any agreement to provide a client service; or (c) provide any client service. | x | | | | | |
| R380-600-3(3) An applicant or a provider shall permit the office to have immediate, unrestricted access to: (a) any unaltered on and off-site program or facility and client records; (b) each client who independently consents to speak to OL staff; (c) each site subject to licensing or certification; and (d) each staff member. | x | | | | | |
| R380-600-3(4) A provider may not permit a staff or client to threaten, verbally or physically abuse, or use violence of any kind while interacting with a representative of the department. | x | | | | | |
| R380-600-3(15) The license or certificate holder shall adhere to any individualized parameter on a program or facility license or certificate to promote the health, safety, and welfare of any client. Parameters may include: (a) adequate square footage to determine capacity; (b) an admission or placement restriction; or (c) an age restriction. | x | | | | | |
| R380-600-3(18) Unless previously approved by OL to provide services before receiving a license or certificate for special circumstances, a provider must submit an application, any required fee, and obtain a new or a renewed license or certificate before providing any service that requires a license or certificate. | x | | | | | |
| R380-600-3(25) The provider shall post their current license or certificate, except in a foster home, on the premises in a place readily visible and accessible to the public. | x | | | | | |
| R501-14-5(2)(a) The screening agent shall submit an application for an initial background screening no later than two weeks from the applicant becoming associated with the licensee. (b) The provider shall ensure an applicant is directly supervised until the office issues a conditional or eligible clearance determination, and the provider shall document how the individual remains supervised for the entirety of their supervised | x | | | | | |
| Variances | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R380-600-6(5) The provider shall sign the approved variance and comply with the terms of the written variance, including any conditions or modifications contained within the approved written variance. | x | | | | | |
| Inspection and Investigation Process | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R380-600-7(16) when a critical incident occurs under the direct responsibility and supervision of the program or facility, the provider shall: (a) submit a report of the critical incident to OL in a format required by OL within one business day of the critical incident occurrence; (b) additionally ensure any allegation of an incident of abuse, neglect, or exploitation of a client is reported to DCFS for a minor client or APS for an adult client and law enforcement within 24 hours; (c) notify the parent or legal guardian of each involved client within a 24-hour period from the time of the incident; (d) if the critical incident involves any client in the custody of the department or under contract with the department, notify the involved department division immediately; and (e) collect, maintain, and submit original witness statements and supporting documentation, including video footage if | x | | | | | |
| Program Policies, Procedures, and Safe Practices | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |

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| R501-1-4(2) The licensee shall develop, implement, and comply with safe practices that: (a) ensure client health and safety; (b) ensure the needs of the client population served are met; (c) ensure that none of the program practices conflict with any administrative rule or statute before implementation; and (d) inform staff of how to manage any unique circumstances regarding the specific site's physical facility, supervision, community safety, and mixing populations. | x | | | | | |
| R501-1-4(3) The licensee shall submit any change to an office approved policy or curriculum to the office for approval before implementing the proposed change. | x | | | | | |
| Program Administrative and Direct Service Requirements | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-1-6(1) The licensee shall clearly identify services to the office, public, potential client, parent, or guardian regarding: (a) current and accurate contact information; (b) the complaint reporting and resolution process; (c) a description of each service provided; (d) each program requirement and expectation; (e) eligibility criteria outlining behavior, diagnosis, situation, population, and age that can be safely served, including: (f) an outline of the behaviors and presenting issues that would be reason for discharge or exclusion from the program; and (g) a statement that the program may not take placement of a child whose needs exceed the scope or ability of the program to reasonably manage; (h) each cost, fee, and expense for a service and refund policy; and (i) identification of each non-clinical, extracurricular, or supplemental service offered or referred. | x | | | | | |
| R501-1-6(2) The licensee shall post the following in conspicuous places where each visitor, staff, and client may view: (a) abuse reporting laws as described in Sections 80-2-609 and 26B-6-205; (b) civil rights notice; (c) Americans with Disabilities Act notice; (e) any office notice of agency action; and (g) department code of conduct poster. | x | | | | | |
| R501-1-6(3) The licensee shall maintain compliance with or documentation of an exemption from any of the following requirements: (a) a food handler permit for any person preparing meals for any other person; (b) capacity determinations that include each staff and client on premises and may not exceed the capacity limits placed by local authorities; (d) licensure and registration of any vehicles used to transport clients. | x | | | | | |
| R501-1-6(5) The licensee shall maintain and make the following available to the department upon request: (d) vehicle insurance | x | | | | | |
| R501-1-6(6) The licensee shall ensure: (b) current staff and client lists are available at each licensed site; (f) the licensee maintains an opioid overdose reversal kit on-site with on duty staff trained in its use if the licensee is serving, or is likely to serve, a client with a substance use disorder. | x | | | | | |
| R501-1-6(9) The licensee shall ensure clinical and medical staff are licensed or certified in good standing and any unlicensed staff are appropriately supervised | x | | | | | |
| Program Physical Facilities and Safety | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |

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| R501-1-8(1) The licensee shall ensure: (a) the appearance & cleanliness of the building/grounds are maintained & free from health/fire hazards; (b) any appliances, plumbing, electrical, HVAC, and furnishings are maintained in operating order and in a clean and safe condition; (c) fire drills in non-outpatient programs are conducted at least quarterly and documented, including feedback regarding response time and process; (d) a phone that can be used to call 911 is always available on-site when clients are present; (e) bathroom facilities for staff and clients allow for individual privacy and afford reasonable accommodation based on gender identity; (f) each bathroom is properly equipped with toilet paper, paper towels or a dryer, and soap; (g) each bathroom is ventilated by mechanical means or equipped with a window that opens; (h) non-prescription medication, if stored on-site, is stored in original manufacturer's packaging together with the manufacturer's directions and warnings; and | x | | | | | |
| R501-1-8(2) The licensee shall accommodate a client with physical disabilities as needed or appropriately refer to comparable services. | x | | | | | |
| R501-1-8(3) The licensee shall maintain medication and potentially hazardous items on-site lawfully, responsibly, and with consideration of the safety and risk level of the population served to include locked storage for each medication and hazardous chemical that is not in active use. | x | | | | | |
| R501-1-8(4) The licensee shall maintain a first aid kit | x | | | | | |
| Food Service Requirements | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-1-10(2) A licensee that provides meals shall: (a) ensure that meals are not used as incentive or punishment; (b) provide nutritional counseling to staff and clients; (c) designate staff responsible for food service who: (i) maintain a current list of each client with special nutritional needs; and (ii) 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; (d) 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 are: (i) served from dietitian or nutritionist approved menus; or (ii) for programs serving individuals experiencing homelessness, serve meals as required by USDA standard homeless | x | | | | | |
| R501-1-10(3) A licensee that allows self-serve meals shall ensure that self-serve kitchen users are supervised, directed, and trained by a staff that has a food handler's permit or is trained by Serv-Safe, USDA, or a comparable program. | x | | | | | |
| R501-1-10(4) A licensee that serves parents and their children may allow a consenting adult client to maintain full responsibility for their, and their child's, special dietary needs, if consent is maintained in writing in the client record. | x | | | | | |
| R501-1-10(5) A licensee that offers meals for clients shall ensure there is documented training confirming staff are trained to and adhere to the following safe practices: (a) how to identify and accommodate clients with special dietary needs; and (b) allowances for nutritious snacks to be available during restricted hours if the program restricts access to food and kitchen equipment. | x | | | | | |
| R501-1-10(6) If meals are prepared by clients, the licensee shall inform staff and clients in writing of the following: (a) rules and privileges of kitchen use; (b) menu planning and procedures; (c) sharing self-prepared food; (d) nutrition and sanitation requirements; (e) schedule of responsibilities; and (f) shopping and storage responsibilities. | x | | | | | |

| Program Client Record Requirements | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
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| <p>R501-1-11(1) The licensee shall maintain client information to include the following:</p> <ul style="list-style-type: none"> (a) client name, address, email address, phone number, date of birth and identified gender; (b) emergency contact names, including legal guardian where applicable, and at minimum, the emergency contact's physical address, current email address or current phone numbers; (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; (g) treatment or service plan; (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 in treatment services; (m) any grievance or complaint 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 agreement and consent form. | x | | | | | |
| Program Intake and Discharge Requirements | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| <p>R501-1-12(1) The licensee shall complete an intake screening before accepting a client into the program that includes at least:</p> <ul style="list-style-type: none"> (a) verification that the client meets the eligibility requirements of the program; (b) verification that the client does not meet any of the exclusionary criteria that the program identified in policy as unable to serve; (c) description of presenting needs; and (d) suicide risk screening. | x | | | | | |
| <p>R501-1-12(2) A licensee 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.</p> | x | | | | | |
| <p>R501-1-12(3) A licensee serving incarcerated or court-mandated justice involved clients shall:</p> <ul style="list-style-type: none"> (a) conduct a criminogenic risk assessment; (c) separate high and low criminogenic risk populations. | x | | | | | |
| <p>R501-1-12(4) The licensee shall ensure that , the client, parent, or guardian signs and receives copies of the following agreements to be maintained as client records:</p> <ul style="list-style-type: none"> (a) determination of eligibility; (b) fee agreement outlining costs of services including program, client, parent, or guardian responsibility for payment; and (c) signed consent for treatment that outlines: <ul style="list-style-type: none"> (i) rules of the program; (ii) expectations of clients, parents, and guardians; (iii) services to be provided; (iv) Medicaid number, insurance information, and identification of any other entities that are billed for the client's services; (v) client rights; and (vi) licensing contact information. | x | | | | | |

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| R501-1-12(5) The licensee shall ensure that a discharge plan identifies resources available to a client and includes: (a) reason for discharge or transfer; (b) aftercare plan; (c) summary of services provided; and (d) progress evaluation. | x | | | | | |
| Program Clinical Services | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-1-14(1) A licensee that offers clinical treatment shall: (a) assign a clinical director to ensure that assessment, treatment, and service planning practices are: (i) regularly reviewed and updated; (ii) individualized; and (iii) designed to involve the participation of each client or each client's parent or guardian; (b) ensure 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; (c) ensure client treatment plans are developed and signed by a licensed clinical professional within 30 days of admission; (d) ensure discharge goals are identified in the initial treatment plan and treatment goals are structured around the identified discharge goals and objectives; (e) ensure that each client identified for treatment receives individual treatment at least weekly; and (f) ensure any missing individual weekly treatment is justified, approved, and documented by the clinical director. | x | | | | | |
| R501-1-14(2)(b) A non-residential program licensee who offers clinical treatment may alter the weekly therapy requirement as designated in the individual's treatment plan. | x | | | | | |
| R501-1-14(4) A licensee who offers group counseling, family counseling, skills development, or other treatment shall offer and document these treatment services as prescribed in the treatment plan. | x | | | | | |
| Program Staffing | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-1-15(1) The licensee shall ensure adequate staffing to safely supervise the current population, including adding more staff than required by the usual staffing ratio as needed to manage behaviors, dynamics, and individual client treatment and supervision needs. | x | | | | | |
| R501-1-15(2) The licensee shall identify a manager or qualified designee who is immediately available when the program is in operation or there is a qualified and trained substitute when the manager is absent or unavailable. | x | | | | | |
| R501-1-15(3) A licensee that offers clinical services shall employ or consult with licensed professional staff that include an individual who is familiar with the program and the needs of each client. | x | | | | | |
| R501-1-15(4) The licensee shall ensure that before allowing a direct care staff to work unsupervised they have an approved background clearance except as excluded in Section R501-14-17; | x | | | | | |
| R501-1-15(6) A licensee who serves a client with substance use disorder may not offer, entice, refer, or recommend medical cannabis as treatment for substance use disorder. | x | | | | | |
| R501-1-15(7) A licensee who manages, stores, or administers client medication shall identify a medical professional to oversee the medication management, medication oversight, and staff training regarding medication management and administration. | x | | | | | |
| R501-1-15(8) The licensee shall ensure that each person involved with the prescription, administration, or dispensing of controlled substances maintains appropriate medical or pharmacy licenses and DEA registration numbers | x | | | | | |

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| R501-1-15(9) The licensee shall create and maintain personnel information for each staff member, contracted employee, and volunteer. | x | | | | | |
| R501-1-15(10) The licensee shall ensure that personnel information includes: (a) any applicable qualification, experience, certification, or license; (b) any approved and current office background clearance, except as excluded in Rule R501-1-14; (c) a provider code of conduct that is signed by the staff member, contracted employee, or volunteer; (d) any pre-service and annual training records with the date completed, topic, and the individual's signed acknowledgment of training completion; (e) any grievances or complaints made by or against the individual and actions taken by the program; & (f) each crisis intervention or critical incident report involving the individual. | x | | | | | |
| R501-1-15(11) The licensee shall ensure that at least one CPR and First Aid-certified staff member is available when staff and clients are present unless a currently licensed healthcare professional is present. | x | | | | | |
| Personnel Training Requirements | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-1-16(1) The licensee shall ensure that each staff receives pre-serving training on the following topics before being left unsupervised and within 30-days of hire: (a) program policies, procedures and safe practices as outlined in Section R501-1-5; (b) program emergency preparedness, response, and recovery plan, including at least: (i) emergency procedures to instruct staff how to address incident reporting, continuity of care, transport, relocation, and client health and safety during natural disasters, extreme weather events, fire, utility or structural failures, or other unexpected disruptions to the program service; and (ii) instructions to staff regarding how to report and respond to significant criminal activity and significant medical emergencies; (c) CPR and First Aid; (d) client eligibility, emphasizing the behaviors and circumstances the program can safely manage; (e) staff involvement and responsibility in the intake, discharge, and unplanned discharge processes; (f) client rights; (g) supervision and ratios; (h) as applicable, medications management, storing, and administration; (i) as applicable, food handling as outlined in Subsection R501-1-10(3); (j) background checks; (k) prevention, signs and symptoms of abuse and neglect, including sexual abuse, and legal reporting requirements; (l) provider code of conduct as outlined in Rule 380-80; (m) non-discrimination policy in accordance with Section 26B-2-109 that includes a prohibition of abuse, discrimination, and harassment based on sex, gender identity, or sexual orientation; (n) staff and client grievance procedures; (o) crisis intervention; (p) appropriate use of restraint and seclusion; (q) de-escalation techniques; (r) appropriate searches; (s) appropriate and inappropriate behaviors of clients; | x | | | | | |

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| <p>R501-1-16(2) The licensee shall ensure each staff completes the following training topics each year, based on the program's license date:</p> <ul style="list-style-type: none"> (a) program policies, procedures and safe practices as outlined in Section R501-1-4; (b) general provisions and applicable categorical licensing rule; (c) client eligibility, as outlined in Subsection R501-1-6(1)(e), emphasizing the behaviors and circumstances the program can safely manage; (d) staff involvement and responsibility in the intake, discharge, and unplanned discharge processes; (e) provider code of conduct as outlined in Rule R380-80; (f) program plan for the prevention or control of infectious and communicable disease to include coordination with and following any guidance of the state or local health authorities, Center for Disease Control, and the department; (g) emergency procedures to instruct staff how to address incident reporting, continuity of care, transport, relocation, and client health and safety during natural disasters, extreme weather events, fire, utility or structural failures, or other unexpected disruptions to the program service; (h) program rules regarding firearms that does not conflict with constitutional or statutory rights regarding concealed weapons permits as described in Title 53, Chapter 5, Part 7, Concealed Firearms Act; (i) smoking rules in accordance with Title 26B, Chapter 7, Part 5, Regulation of Smoking, Tobacco Products, and Nicotine Products; (j) how to manage clients who screen with elevated suicide risk levels; (k) general incident reporting; (l) prevention, signs, and symptoms of abuse and neglect, including sexual abuse, and legal reporting requirements; (m) CPR and first aid; (n) if storing and administering medications, training required to administer medication and the process to be followed. | | x | | 7/23/2025 | | <p>Program did not have documentation for licensing rules and suicide risk training.</p> |
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Adult Day Care - Inspection Checklist

(Revised 05/2025)

C = Compliant

NC = Not Compliant

NA = Not Assessed during this inspection

| Record Keeping | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
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| R501-13-2.(1)(a) In addition to record keeping requirements in Rule R501-1, the director shall maintain the following onsite at all times: (b) daily client attendance records; and (c) a current health assessment signed by a physician for each client. | x | | | | | |
| Activity Plans | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-13-3(1) Each licensee shall prepare daily activity plans that meet individual client and group physical, social, psychological, or emotional, development. These plans may include: (a) community living skills; (b) work activity; (c) recreation; (d) nutrition; (e) personal hygiene; or | x | | | | | |
| R501-13-3(2) The licensee shall maintain activity plans on file and orient staff to their use. | x | | | | | |
| R501-13-3(3) There shall be a daily schedule posted and implemented onsite. | x | | | | | |
| R501-13-3(4) Each client shall have the opportunity to use 4 of the following activity areas each day: (a) general activities; (b) sedentary activities; (c) specialized activities; (d) rest area; (e) self-care area; (f) appointed outdoor area; (g) kitchen and nutrition area; or (h) reality orientation area. | x | | | | | |
| Staffing | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-13-4(1) The licensee shall ensure that staff to client ratios meet the following: (a) except as outlined in Subsection R501-13-4(1)(e), eight or less clients require one staff person to provide direct supervision at all times with a second staff person meeting minimum staff requirements immediately available; (b) nine to sixteen clients require two staff providing direct supervision at all times; (c) sixteen or more clients require a staffing ratio of one staff to each eight clients; (d) administrative and maintenance staff shall not be included in the staff to client ratio when nine or more clients are present; (e) in each program where one-half or more of the clients are medically diagnosed with Alzheimer's Disease or related dementia, a staffing ratio of one staff to six clients is required; and (f) staff trainees shall be supervised at all times while with clients. | x | | | | | |

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| R501-13-4(2) The director shall meet one of the following credentials: (a) licensed nurse; (b) licensed social worker; (c) licensed psychologist; (d) licensed or certified recreational or physical therapist; (e) other licensed professionals in related fields who have demonstrated competence in working with functionally impaired adults; or (f) an individual who has received verifiable training to work with functionally impaired adults and is in consultation on an ongoing basis with a licensed or certified professional with director credentials. | x | | | | | |
| R501-13-4(3) The director shall obtain & document 10 hours of related training on an annual basis. | x | | | | | |
| R501-13-4(4) Direct care staff shall be 18 years of age or older and able to demonstrate competency in working with functionally impaired adults. | x | | | | | |
| R501-13-4(5) In addition to the training requirements of Subsection R501-1-19(2)(d), direct care staff shall receive: (a) eight hours of initial orientation training specific to the program and client needs; and (b) ten hours of work-related training on an annual basis. | x | | | | | |
| Physical Environment | C | NC | NA | Date to be corrected by | Corrected During Inspection | Notes |
| R501-13-5(1) The licensee shall ensure that a minimum of 50 square feet of indoor floor space per client is designated specifically for adult daycare during operation hours. Hallways, kitchens, offices, storage, and bathrooms may not be included in the computation. | x | | | | | |
| R501-13-5(2) The licensee shall ensure that there is at least one bathroom exclusively for clients during operation hours. | x | | | | | |
| R501-13-5(3) The licensee shall maintain indoor air temperature at a minimum of 70 degrees Fahrenheit. | x | | | | | |
| R501-13-5(4) The licensee shall ensure that clients receive meals or snacks in accordance with the Child and Adult Care Food Program (CACFP) and the following: (a) there is no more than three hours between snack or meal service; (b) there is sufficient food for second servings; and (c) powdered milk is used for cooking only. | x | | | | | |
| R501-13-5(5) The licensee shall provide outdoor recreational space on or off site with compatible recreational equipment available to facilitate activity plans. | x | | | | | |
| R501-13-5(6) The licensee shall comply with local building code enforcement for disability accessibility. | x | | | | | |
| R501-13-5(7) The licensee shall abate and mitigate hazards on the property, including burning, falling, or drowning hazards, through protective hardware, fences, banisters, railings, grates, natural barriers, or other licenser or local fire authority approved methods. | x | | | | | |