

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 1 of 4

License #: **084-01-020**

Organization Name: **Western Tidewater Community Services Board**

Date of Inspection: **11-14-2024**

Program Type/Facility Name: **01-020 Bridges**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-440. (9) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 9. Serious incident reporting, including when, how, and under what circumstances a serious incident report must be submitted and the consequences of failing to report a serious incident to the department in accordance with this chapter.	N	Bridges This regulation was NOT MET as evidenced by: At the time of the inspection in Employee #1 file serious incident reporting training listed provided showed that the training for serious incident reporting was last completed on 3/30/2020 this training should be completed annually.	PR) 12/17/2024 This provider acknowledges the late serious incident reporting training. Policies are in place for tracking, including monthly reminders through Relias Learning. Employee #1 has been assigned this training and is to complete within 2 weeks of this date. Program Manager is responsible for reviewing Relias Learning alerts and ensuring course work is completed timely. OLR) Accepted 12/18/2024	12/31/2024

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 2 of 4

License #: **084-01-020**

Organization Name: **Western Tidewater Community Services Board**

Date of Inspection: **11-14-2024**

Program Type/Facility Name: **01-020 Bridges**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-460. - There shall be at least one employee or contractor on duty at each location who holds a current certificate (i) issued by the American Red Cross, the American Heart Association, or comparable authority in standard first aid and cardiopulmonary resuscitation (CPR) or (ii) as an emergency medical technician. A licensed medical professional who holds a current professional license shall be deemed to hold a current certificate in first aid, but not in CPR. The certification process shall include a hands-on, in-person demonstration of first aid and CPR competency.	N	Bridges This regulation was NOT MET as evidenced by: At the time of the inspection CPR proof of certification provided during the inspection expired 10/19/2023.	At this time, this provider is unable to respond as the employee is unknown. Please clarify the employee this relates too. As such, this Provider utilizes Relias Learning to send program managers updates with required learning. It is the Program Managers responsibility to review to ensure staff are up to date. Any outstanding employee will be responsible for being up to date with CPR within the next 30 days or at the next scheduled CPR class.	1/17/2025

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 3 of 4

License #: **084-01-020**

Organization Name: **Western Tidewater Community Services Board**

Date of Inspection: **11-14-2024**

Program Type/Facility Name: **01-020 Bridges**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-460. - There shall be at least one employee or contractor on duty at each location who holds a current certificate (i) issued by the American Red Cross, the American Heart Association, or comparable authority in standard first aid and cardiopulmonary resuscitation (CPR) or (ii) as an emergency medical technician. A licensed medical professional who holds a current professional license shall be deemed to hold a current certificate in first aid, but not in CPR. The certification process shall include a hands-on, in-person demonstration of first aid and CPR competency.	N	Bridges This regulation was NOT MET as evidenced by: At the time of the inspection in Employee #1 CPR proof of certification provided during the inspection expired 10/19/2023.	This provider acknowledges the late CPR training. Policies are in place for tracking, including monthly reminders through Relias Learning. Employee #1 has been assigned this training and is to complete within the next 30 days or at the next available CPR class. Program Manager is responsible for reviewing Relias Learning alerts and ensuring course work is completed timely.	1/17/2025

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 4 of 4

License #: **084-01-020**

Organization Name: **Western Tidewater Community Services Board**

Date of Inspection: **11-14-2024**

Program Type/Facility Name: **01-020 Bridges**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
General Comments / Recommendations: This provider does not use volunteers or contractors.				
I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.				
_____ Kiashia Hargis, Licensing Specialist		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				