

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

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

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

Date of Inspection: **10-06-2025**

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>
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Bridges This regulation was NOT MET as evidenced by: See OHR citations below.		

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Bridges This regulation was NOT MET as evidenced by: Neglect means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. See § 37.2-100 of the Code of Virginia. • Per provider's CHRIS report #A20250035 #A20250036, the provider substantiated the allegation of systemic neglect by a preponderance of the evidence, which included witness statements, staff admission, failure to follow policy and video footage. • Per provider's CHRIS report #A20250035 #A20250036, multiple employees failed to ensure that the 7am medications were administered for Individual #1 and #2 resulting in both Individual #1 and Individual #2 missing all of their 7am medications. • Due to provider staff actions, Individual #1 and #2's right to be free from neglect was violated.	PR) 10/24/2025 This provider recognizes the founded case of neglect due to individual #1 and #2 not receiving their scheduled medications. In response to the noncompliance of standard 12VAC35-115-50 B (2), the Children's Crisis Stabilization Unit will: -Provide consistent Medication Administration Certification (Med-Tech) trainings to all direct personnel. Trainings will occur upon hire for new staff, and as needed for staff prior to expiry (yearly or as needed in-between). Documentation of completion to be maintained by Program Administrative Assistant/Program Supervisor. -All new hires are required to complete the Mandated Reporting Relias Module trainings at the time of hire. This training will be completed yearly and documentation of completion will be tracked by Administrative Assistant/Clinical Administrator. -Disciplinary action to all staff who did not intervene in the missed medication error. -A Performance Growth Improvement plan has been developed for the Program Manager that unknowingly caused a gap in nursing coverage. The plan will be monitored by the Clinical Administrator for 60 – 90 days. OHR/OLR) Accepted 10/29/2025OHR Response: ACCEPTED. Evidence of corrective action verified on 10/16/25.	01/26/2026 00:00:00

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General Comments / Recommendations:				
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.				
_____ Latoya Wilborne, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				