DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-008**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **12-01-2023**
Program Type/Facility Name: **14-008 Elk Hill - Spring Garden**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Elk Hill - Spring Garden This regulation was NOT MET as evidenced by: See OHR citation below.		

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Elk Hill - Spring Garden 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. CHRIS A#20230085/ Incident Date: November 11, 2023 Provider substantiated for neglect based on the following: • Individual #1 told Employee #1 they were going upstairs to take a nap. • Individual #1 later came downstairs and had a nose piercing. • It was determined during provider's internal investigation that Individual #1 was upstairs for at least an hour, and, during that time, had found an earring in the bathroom and used that to pierce Individual #1's nose. • It was also determined during provider's internal investigation that Employee #1 did not conduct required 30-minute supervision checks on Individual #1 while Individual #1 was upstairs taking a nap. Failing to provide adequate supervision meets the definition of neglect and is a failure to provide services necessary to the health, safety, or welfare of an individual receiving services and is a violation of 12VAC35-115-50(B)(2).	PR) 12/15/2023 PR: Program Director met with Employee #1 to review the incident. Employee #1 received a performance Improvement Plan due to the lack of supervision during her shift. The Program Director also met with Employee #1 and the Spring Garden team to focus on the policy and procedures and appropriate supervision. During the overnight shift Employee #1 will email the Program Director or House Manager every hour. Also, Employee #1 will have visual contact on all the residents every 30 minutes. Lastly, for the next two months the Program Director will review the cameras at random to ensure that Employee #1 is providing the appropriate supervision on her shift. The Residential Director will oversee this process. OHR/OLR) Accepted 12/15/2023	12/15/2023

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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.

Cassie Purtlebaugh, Human Rights	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined