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



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

Date of Inspection: **04-07-2025**
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<br>This regulation was NOT MET as evidenced by: See OHR citations below. | | 4/23/2025 |
| 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<br><br>This regulation was NOT MET as evidenced by:<br><br>"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.<br><br>**CHRIS A#20250027 and CHRIS A#20250028**<br><br>Provider has substantiated for **neglect** based on the following:<br><br>• Provider overnight staff supervision policy states that staff are to conduct checks on individuals every | PR) 04/23/2025<br><br>PR: Employee #1 failed to properly staff the youth during the overnight shift. Employee #1 did not complete the nightly checks every 30 minutes nor send the nightly email every hour. As a result, the health, safety, and welfare of the youth at Elk Hill was not met. The Program Director attempted to meet with Employee #1 throughout the investigation, but Employee #1 was not corruptive. Employee #1 was relieved of her duties, and his no longer employed at Elk Hill. The Residential Director oversaw this process.<br><br>OHR/OLR) Accepted 04/24/2025 | 4/23/2025 |

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| | | 30 minutes but does not instruct staff on how to conduct the check.<br>• On March 20, 2025, Individual #1 stuffed Individual #1's bed with clothes to make it appear as if Individual #1 was in Individual #1's bed.<br>• Review of camera footage during the overnight of March 20, 2025, revealed the following:<br>• Individual #1 goes into the upstairs bathroom.<br>• At 12:17am, Employee #1 and Individual #2 go downstairs while Individual # 1 comes out of the upstairs bathroom and goes into Individual #2's bedroom.<br>• Employee #1 completed checks at the following times, which was not within provider policy (every 30 minutes):<br>◦ 12:30 am<br>◦ 1:20 am<br>◦ 1:59 am<br>◦ 2:37 am<br>◦ 4:01 am<br>◦ 4:29 am<br>◦ 4:57 am<br>◦ 6:00 am<br>• It should be noted that during the bedroom checks at 1:20 am, Employee #1 conducted 5 bedroom checks in under 1 minute, which included walking down the hallway.<br>• At 4:01am, Employee #1 discovered Individual #1 in Individual #2's bedroom.<br><br>Employee #1 failed to conduct bedroom checks in a manner and timeframe that assured safety in the treatment milieu. Further, the provider failed to operationalize how to conduct a bedroom check absent the minimum required timeframe in which the check should be conducted. This enabled Individual #1 to stuff Individual #1's bed with clothes, go into the bedroom of Individual #2, and remain there for almost four hours undetected, which is a failure to | | |

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| | | provide services necessary to the health, safety, and welfare of individuals receiving services. This is a violation of 12VAC35-115-50(B)(2). | | |
| 12VAC35-115-60. B. (8) - The provider's duties. 8. Providers shall ensure that the entries in an individual's services record are at all times authentic, accurate, complete, timely, and pertinent. | N | Elk Hill - Spring Garden<br><br>This regulation was NOT MET as evidenced by:<br><br>CHRIS A#20250027 and CHRIS A#20250028<br><br>• Provider policy requires that staff document that overnight supervision checks are conducted every 30 minutes.<br>• Employee #1 documented overnight checks were completed at the following times on the night of March 20, 2025:<br>◦ 1:55 am<br>◦ 2:44 am<br>◦ 3:26 am<br>◦ 6:00 am<br>• Employee #1's documented times of overnight bedroom checks at 1:55am, 2:44 am, and 3:26 am does not match camera footage that was reviewed.<br>• Employee #1 failed to document 4 other bedroom checks that were conducted during the overnight shift.<br>Employee #1 failing to document the correct times and failing to document all of the bedroom checks that were conducted during the overnight shift is failing to ensure that records are at all times authentic, accurate, complete, timely, and pertinent. This is a violation of 12VAC35-115-60(B)(8). | PR) 04/23/2025<br><br>PR: Employee #1 failed to conduct the proper nightly checks throughout the evening. Employee #1 did not look in the rooms every 30 minutes as Elk Hill policy states. The Program Director reviewed the video footage of March 20, 2025, and determined that Employee #1 did not meet the health, safety, and welfare of the youth at Elk Hill. As a result, Employee and removed of her duties and is no longer employed with Elk Hill. The Residential Director and Chief Human resources Officer oversaw this process<br><br>OHR/OLR) Accepted 04/24/2025 | 4/23/2025 |

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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