DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-011**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **09-12-2022**
Program Type/Facility Name: **14-011 Duncan Cottage**

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	Duncan Cottage This regulation was NOT MET as evidenced by: See OHR citation below.		
12VAC35-115-175. C. (3) - Upon receipt of a complaint, providers shall: 3. Initiate an impartial investigation into, or resolution of, the complaint as soon as possible, but no later than the next business day;	N	Duncan Cottage This regulation was NOT MET as evidenced by: • Upon review of CHRIS entry A-20220067 on 8/30/2022, the provider became aware of the report on 7/24/2022. The provider's investigation began on 8/5/2022 and the findings were entered 8/10/2022. The provider failed to initiate an impartial investigation into, or resolution of, the complaint as soon as possible but no later than the next business day.	PR) 10/14/2022 PR: Program Director will double check the investigation portion of the CHRIS Report to make sure the documentation has properly saved in the portal. All investigation will begin within 24 hours of the incident. Residential Coordinator will meet with the Program Director to go over CHRIS entries and ensure they are all properly saved and documented. OHR/OLR) Accepted 10/17/2022	10/24/2022

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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.

Sharae Henderson, Human Rights	(Signature of Organization Representative)	Date

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