DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **10-18-2022**
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.		

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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	Duncan Cottage This regulation was NOT MET as evidenced by: "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. Provider substantiated abuse based on the following: • Upon review of CHRIS entry A-20220086, the provider's investigation determined verbal abuse was substantiated. Employee #1 engaged in profanity/profane language around Individual #1. • Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1 by using language that demeans, threatens, intimidates, or humiliates.	PR) 11/03/2022 PR: Employee #1 received a corrective action plan for using profanity and demeaning language. As part of the corrective action plan Employee #1 was instructed to retake the verbal section of Mandt training to give him more skills to help properly verbally de-escalate the youth in the program. Employee #1 completed the Mandt refresher on 10/31/22. Also, Employee #1 was transferred to a different location within the organization. The Program Director of that program will complete supervision with Employee #1 twice a month for the next three month to review how he is adjusting to the new program and to reinforce using appropriate language around the kids. Residential Coordinator will oversee Employee #1 and program director supervision. OHR/OLR) Accepted 11/03/2022	11/3/2022

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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.

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

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