DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **12-13-2023**
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.		

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12VAC35-115-110. A. - Each individual is entitled to be completely free from any unnecessary use of seclusion, restraint, or time out.	N	Duncan Cottage This regulation was NOT MET as evidenced by: Each individual is entitled to be completely free from any unnecessary use of seclusion, restraint, or time out. Upon review of CHRIS entry, A-20230081, the provider's investigation was substantiated based on the following: • Per the review of video footage, it was observed that Individual #1 was bouncing a basketball in cottage and was asked by Employee #1 to stop several times. • Individual #1 became combative towards Employee #1. Employee #1 placed Individual #1 in a physical hold: • It was determined that Employee #1 did not utilize sound therapeutic practice and place Individual in an unnecessary physical hold for bouncing the basketball. Based on the provider's investigation, there is a preponderance of evidence to support a violation of this regulation.	PR) 12/28/2023 PR: Program Director, Human Resources, Residential Director, and Mandt instructor reviewed the video footage and determined that Employee #1 did not follow the MANDT protocol while dealing with this incident. Employee #1 received a Performance Improvement Plan and had to retake the first day of Mandt that focuses on relationship building. The Program Director will continue to meet with Employee #1 during supervision to ensure that Employee #1 is following the proper protocol and building healthy relationships. Residential Director will ensure that this process is being followed. OHR/OLR) Accepted 12/29/2023	12/28/2023

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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.

Andrea Milhouse, Human Rights	(Signature of Organization Representative)	Date

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