DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **05-28-2025**
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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12VAC35-115-50. 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. Examples of abuse include acts such as: the use of language that demeans, threatens, intimidates, or humiliates the person.* Upon the review of CHRIS entry, A-20250012, the provider's investigation included the review of video footage and witness statements which revealed: • Employee #1 made an inappropriate remark about Individual #1, urging another individual to intervene before Employee #1 slaps Individual #1. • Employee #1 knowingly and recklessly used language that threatens Individual #1, which meets the regulatory definition of abuse. Based on the provider's investigative findings, there is a preponderance of evidence to support the provider's substantiated finding of verbal abuse.	PR) 06/23/2025 An investigation took place regarding this incident. It was determined that Employee #1 failed to comply with Elk Hill protocols and used inappropriate language around the youth. As a result the Program Director and the Residential Director met with Employee #1 on 2/18/2025 to relieve him of his duties. Employee #1 last day of employment was 2/17/2025. Human Recourse Department were consulted during this process. OHR/OLR) Accepted 06/23/2025	6/23/2025

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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.

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

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