DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-012**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **08-18-2023**
Program Type/Facility Name: **14-012 Massie 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	Massie 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	Massie Cottage This regulation was NOT MET as evidenced by: "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. Upon review of CHRIS entries, A:20230055, A:20230056, A:20230057, and A:20230058, the provider's investigation revealed: · Upon review of video surveillance, Employee #1 failed to follow the provider's protocol regarding the completion of thirty-minute checks. · Individuals #1, #2, #3, and #4 were last seen at 11:11PM and returned at 1:45AM. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 09/12/2023 PR: Upon Elk Hill internal investigation it was determined that Employee #1 did not provide the proper supervision during her shift. Employee #1 participated in supervision training on 5/30/2023 and 6/21/2023. A performance improvement plan was completed on Employee #1 on 6/21/2023. Employee #1 was suspended three days due to failure to follow the supervision policy. Moving forwards the Program Director will review video footage at random times to ensure that Employee #1 is following the supervision policy. Also, Employee #1 reread the policies and procedures surrounding supervision of our youth. The Residential Director will oversee this process. OHR/OLR) Accepted 09/14/2023	9/12/2023

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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