DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **03-19-2025**
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: *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 assault or battery.* Based on the review of CHRIS entry A-20240088, the provider's investigation included the review of witness statements and staff admissions, which revealed: • Employee #1 displayed physical aggression toward Individual #1 while playing basketball by grabbing them under the arm and pushing them backward toward the bleachers. • Employee #1 knowingly and recklessly assaulted Individual #1 using physical force, which meets the regulatory definition of abuse. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of abuse.	PR) 04/21/2025 PR: Employee #1 did not follow the Mandt verbal and physical de-escalation techniques that Elk Hill Mandt instructor train all residential staff. Employee #1 received a Corrective Action Plan and retook both days of the Mandt course over. Program Director also addressed this incident during supervision. The Residential Director oversaw this plan and will continue to monitor Employee #1. OHR/OLR) Accepted 04/28/2025	4/21/2025

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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