DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **08-06-2025**
Program Type/Facility Name: **14-012 Massie Cottage**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Massie Cottage This regulation was NOT MET as evidenced by: See OHR citation.		
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 entry, **A-20250030,** the provider's investigation included the review of video footage, witness statements, and staff admissions, which revealed: • Employee #1 and Employee #2 failed to lock the door after retrieving medications, leaving the door ajar. Additionally, over-the-counter medication was	PR) 09/05/2025 PR: Employee #1 and Employee #2 did not properly secure Massie Cottage closet door while putting groceries away. As a corrective measure, both Employee #1 and Employee #2 underwent additional medication training, emphasizing the importance of proper medication storage. Furthermore, the Program Director communicated to all staff that the youth should not enter the medication aisle in any store, that no medication should be purchased while accompanied by the youth, and that all medications must be kept separate from other grocery items during shopping. The Residential Director will supervise this process and addressed it in the Program Director meeting. OHR/OLR) Accepted 09/05/2025	09/05/2025 00:00:00

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		purchased while in the community with individuals present. As a result, Individual #1 was able to access Medication #1 and self-administered 20 tablets. • Employees #1 and #2 failed to ensure support necessary to the health, safety, and welfare of Individual #1, which meets the regulatory definition of neglect. Based on the provider's investigative findings, there is a preponderance of evidence to support the provider's substantiated finding of neglect.		

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