License #: **1266-14-008**
Organization Name: **Rest Assured, LLC**

Date of Inspection: **03-07-2022**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-250. B. (1) - Tuberculosis evaluation: 1. At the time of hire or residency at the facility, each individual shall submit the results of a screening assessment documenting the absence of tuberculosis in a communicable form as evidenced by the completion of a form containing, at a minimum, the elements of a current screening form published by the Virginia Department of Health. The screening assessment shall be no older than 30 days.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 did not have a TB Test that was dated within 30 days of their hire date of July 21, 2020. The only TB test within Employee #1's medical file was dated February 2021.	PR) 03/30/2022 **PR:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, as a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as TB tests/evaluations. Since TB evaluations are valid for a year and chest x-rays are valid for five years, Employee #1 (original test was dated February 2020 and the latest was dated February 2021) was within the timeline (a year) before the document was invalid. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings were suspended/prohibited until the country was determined safe again. The main focus of the country during those critical times was the life, health, and safety of the people. Even medical facilities were limited to the services provided. Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Staff will be notified and began scheduling recertifications. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/30/2022

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Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-250. B. (2) - Tuberculosis evaluation: 2. Each individual shall annually submit the results of a screening assessment, documenting that the individual is free of tuberculosis in a communicable form as evidenced by the completion of a form containing, at a minimum, the elements of a current screening form published by the Virginia Department of Health.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 has not submitted an annual screening assessment form since their previous screening assessment which was dated February 2021. Employee #2 has not submitted an annual screening assessment form for 2020 or 2021.	PR) 03/30/2022 **PR:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, as a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as TB tests/evaluations. Since TB evaluations are valid for a year and chest x-rays are valid for five years, Employee #1 (original test was dated February 2020 and the latest was dated February 2021) was within the timeline (a year) before the document was invalid. Employee #2 assessment forms had not been filed in the employee's files. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings were suspended/prohibited until the country was determined safe again. The main focus of the country during those critical times was the life, health, and safety of the people. Even medical facilities were limited to the services provided. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Staff will be notified and began scheduling recertifications. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/30/2022

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Date of Inspection: **03-07-2022**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (1) - Required initial training: 1. Within seven days following their begin date, each staff member responsible for supervision of children shall receive basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint within seven(7) days of their begin dates.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant to the Owner began reviewing personnel files to chart all relevant documents missing (see attached form). In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/20/2022

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Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2b) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive training within 14 days of their respective begin dates for conducting emergency preparedness and response training, including; b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, non-ambulatory);	PR) 03/30/2022 **R:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant to the Owner began reviewing personnel files to chart all relevant documents missing (see attached form). In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/20/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2c) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2c. Using, maintaining, and operating emergency equipment;	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive training within 14 days of their respective begin dates for conducting emergency preparedness and response training, including; c. Using, maintaining, and operating emergency equipment;	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant to the Owner began reviewing personnel files to chart all relevant documents missing (see attached form). In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/20/2022
12VAC35-46-310. A. (2d) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive training within 14 days of their respective begin dates for conducting emergency	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee	4/16/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2d. Accessing emergency information for residents including medical information;		preparedness and response training, including; d. Accessing emergency information for residents including medical information	Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year including the topic on Crisis/Emergency Preparedness. 2d. All data is located in the Residents' charts regarding emergency information including medical information. Staff is briefed at the beginning of each shift on all relevant information regarding each resident. In addition, a Communication Logbook is maintained that staff review at the beginning of each shift outlining pertinent information and/or requirements **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. 2d. Unsure how the OL overlooked the documents found in residents' files indicating emergency information including medical information (located in Section 10 in the resident's chart) **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. OLR) Accepted 04/04/2022	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2e) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2e. Utilizing community support services.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive training within 14 days of their respective begin dates for conducting emergency preparedness and response training, including; e. Utilizing community support services.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year including the topic on Crisis/Emergency Preparedness. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. OLR) Accepted 04/04/2022	4/16/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3a. The objectives of the facility;	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive orientation and training regarding a. The objectives of the facility.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year including the topic on Crisis/Emergency Preparedness. 3a. The Employee's Handbook included the Programs, Mission, Vision, Philosophy, and Objectives. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/16/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3b) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3b. Practices of confidentiality;	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive orientation and training regarding b. Practices of confidentiality;	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic in 2020-2021, the Program lost the Program Director, hired and lost three Program Managers. The constant transition of just training new Management staff each time resulted in the omission of some forms required for staff to sign. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant to the Owner began reviewing personnel files to chart all relevant documents missing. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3c. The decision-making plan;	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive orientation and training regarding c. The decision-making plan;	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year including the topic on The Decision-Making Plan. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3d) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3d. These regulations including the prohibited actions as outlined in this regulation;	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive orientation and training regarding d. These regulations including the prohibited actions as outlined in this regulation;	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees, volunteers, students/interns receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. OLR) Accepted 04/04/2022	4/16/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3e) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3e. Other policies and procedures that are applicable to their positions, duties, and responsibilities.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #1 and #2 did not receive orientation and training regarding e. Other policies and procedures that are applicable to their positions, duties, and responsibilities within 14 days following their begin dates.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. At the time of hire, the employee receives a copy of their job duties and responsibilities in which they are required to sign. **ROOT CAUSE ANALYSIS:** Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant to the Owner began reviewing personnel files to chart all relevant documents missing. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (4) - Required initial training: 4. Within 30 days following their begin date, all staff working with residents shall be enrolled in a standard first aid class and in a cardiopulmonary resuscitation class facilitated by the American Red Cross or other recognized authority, unless the individual is currently certified in first aid and cardiopulmonary resuscitation.	N	Monza Drive This regulation was NOT MET as evidenced by: Employee #2's CPR/First Aide certification expired October 2021.	PR) 03/30/2022 **PR:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, the Program lost the Program Director, hired and lost three Program Managers. As a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as conducting CPR/First Aid certification. The main focus of the country was the life, health, and safety of the people. **ROOT CAUSE ANALYSIS:** Due to the loss of Management staff in 2020 and 2021, the constant transition of just training each new management staff person caused a lapse in maintaining personnel files. Each transition of new management staff resulted in the omission of documents/certifications required by staff. Among her numerous other duties, the Owner's Executive Assistant has attempted to fill in the void. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Staff will be notified and began scheduling recertifications. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	4/30/2022
12VAC35-46-310. A. (5) - Required initial training: 5. Within 30 days following their begin date, all staff	N	Monza Drive This regulation was NOT MET as evidenced by:	PR) 03/30/2022 **R:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, the Program lost	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
working with residents shall be trained in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.		Training files for Employee #1 and #2 do not have documentation showing they received training within 30 days following their begin dates, in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents.	the Program Director, hired and lost three Program Managers. As a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as conducting CPR/First Aid certification, TB evaluation, etc. The main focus of the country was the life, health, and safety of the people. Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year, usually resulting in staff obtaining additional hours of training. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training	

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			sessions. Staff will be notified and began scheduling recertifications, both online and in-person training. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	
12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received training within 30 day following their begin dates on the facility's policy and procedures regarding standard precautions.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility including the topic of the program's policies and procedures **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (7) - Required initial training: 7. Within 30 days following their begin date, all staff shall be trained on appropriate siting of children's residential facilities, and good neighbor policies and community relations.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received training within 30 day following their begin dates on appropriate siting of children residential facilities, and good neighbor policies and community relations.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** The topics listed by the OL are all conducted during the Orientation Training. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. B. (1b) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual refresher training for emergency preparedness and response training including: b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, non- ambulatory);	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** The topics listed by the OL are all conducted during the Orientation Training. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022
12VAC35-46-310. B. (1d) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual refresher training for emergency preparedness and response training including: d. Accessing emergency information for residents including	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
response training that shall include: 1d. Accessing emergency information for residents including medical information;		medical information	form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year including the topic on Crisis/Emergency Preparedness. All data is located in the Residents' charts regarding emergency information including medical information. Staff is briefed at the beginning of each shift on all relevant information regarding each resident. In addition, a Communication Logbook is maintained that staff review at the beginning of each shift outlining pertinent information and/or requirements **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. d. Unsure how the OL overlooked the documents found in residents' files indicating emergency information including medical information (located in Section 10 in the resident's chart) **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. OLR) Accepted 04/04/2022	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. B. (1e) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1e. Utilizing community support services.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual refresher training for emergency preparedness and response training including: e. Utilizing community support services.	PR) 03/30/2022 **PR:** Refresher Trainings are conducted annually. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022
12VAC35-46-310. B. (3) - Required annual retraining: 3. All child care staff shall receive annual retraining on the provider's behavior supports and timeout policies and procedures.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual retraining on the provider’s behavioral supports and timeout policies and procedures.	PR) 03/30/2022 **PR:** Refresher Training are conducted annually. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/16/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. B. (4) - Required annual retraining: 4. All staff working with residents shall receive annual retraining in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual retraining in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	PR) 03/30/2022 **PR:** Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. **ROOT CAUSE ANALYSIS:** The topics listed by the OL are all conducted during the Orientation Training. **PLAN OF ACTION:** Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. A schedule will be devised listing the topics of each training session. OLR) Accepted 04/04/2022	4/30/2022
12VAC35-46-310. B. (5) - Required annual retraining: 5. All staff shall receive annual retraining on the provider's policies and procedures regarding standard precautions.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they received annual retraining on the provider's policies and procedures regarding standard precautions.	PR) 03/30/2022 **R:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, the Program lost the Program Director, hired and lost three Program Managers. As a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as conducting CPR/First Aid certification, TB	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			evaluation, etc. The main focus of the country was the life, health, and safety of the people. Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year, usually resulting in staff obtaining additional hours of training. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. Staff will be notified and began scheduling recertifications, both online and in-person training. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated.	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			OLR) Accepted 04/04/2022	
12VAC35-46-310. C. - Each full-time staff person who works with residents shall complete an additional 15 hours of annual training applicable to their job duties.	N	Monza Drive This regulation was NOT MET as evidenced by: Training files for Employee #1 and #2 do not have documentation showing they completed an additional 15 hours of annual training applicable to their job duties.	PR) 03/30/2022 **PR:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, the Program lost the Program Director, hired and lost three Program Managers. As a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as conducting CPR/First Aid certification, TB evaluation, etc. The main focus of the country was the life, health, and safety of the people. Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development and Training sessions throughout the year, usually resulting in staff obtaining additional hours of training. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing	4/30/2022

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			personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. Staff will be notified and began scheduling recertifications, both online and in-person training. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	
12VAC35-46-310. E. - Training provided shall be comprehensive and based on the needs of the population served to ensure that staff have the competencies to perform their jobs.	N	Monza Drive This regulation was NOT MET as evidenced by: Based on the amount of missing training for Employee #1 and #2 training files, they have not received comprehensive training based on the needs of the population they serve, girls ages 12-17 with mental health needs.	PR) 03/30/2022 **PR:** The last 24 months proved to be extremely challenging because of the COVID-19 pandemic. During 2020-2021, the Program lost the Program Director, hired and lost three Program Managers. As a result of the CDC mandate, many resources were unavailable to conduct the basic services required such as conducting CPR/First Aid certification. The main focus of the country was the life, health, and safety of the people. Prior to scheduling to work a shift, all new hire employees receive three 4-hour orientation training sessions in which they shadow the staff on duty at the time. In addition to this shadowing process, new hires receive an Employee Handbook, providing an overview of the policies and procedures, rules and regulations, and a full overview of the program. New hires also sign the form indicating that they received the Employee's Handbook. While going through the orientation/training sessions, new hires also sign the Orientation and Training Checklist form which lists all the topics discussed during this basic orientation of the facility. The Program conducts a series of Staff Development	4/30/2022

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			and Training sessions throughout the year, usually resulting in staff obtaining additional hours of training. **ROOT CAUSE ANALYSIS:** Due to the COVID-19 pandemic, all group gatherings such as Staff Development and Training were suspended until determined safe again. **PLAN OF ACTION:** Effective February 18, 2022, the Executive Assistant began reviewing personnel files to chart all relevant documents missing, as well as expired certifications. Maintain ongoing policies and procedures. Beginning April 16, 2022 (and continuing every 3rd Saturday each month), the Program will resume Staff Development and Training sessions. Staff will be notified and began scheduling recertifications. In addition, the Program will hire a Quality Assistance Specialist to oversee that all files are maintained and updated. OLR) Accepted 04/04/2022	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-430. A. - Heat shall be evenly distributed in all rooms occupied by the residents such that a temperature no less than 68°F is maintained, unless otherwise mandated by state or federal authorities.	N	Monza Drive This regulation was NOT MET as evidenced by: During the LS inspection the heating of the home was extremely uneven. The thermostat upstairs was set on 64 degrees.	PR) 03/30/2022 **PR:** The Executive Assistant met with the staff resulting in information that the residents and staff constantly change the temperature on the thermostat depending on the proclivity of the individual. PLAN OF ACTION: To help alleviate the extreme unevenness of the temperature it was suggested to investigate in the installation of a lock-box cover over the thermostats. Maintenance will handle the situation by the middle of April as the same problem will occur during the summer with the air conditioning. OLR) Accepted 04/04/2022	4/16/2022
12VAC35-46-430. C. - Air conditioning or mechanical ventilating systems, such as electric fans, shall be provided in all rooms occupied by residents when the temperature in those rooms exceeds 80°F.	N	Monza Drive This regulation was NOT MET as evidenced by: During the LS inspection the heating of the home was extremely uneven. The first floor thermostat was set at 80 degrees, and the temperature of the air was 84 degrees.	PR) 03/30/2022 PR: The Executive Assistant met with staff resulting in the information that the temperatures are uneven depending on the proclivity of the person adjusting the heat (whether resident or staff). It was suggested that some type of lockbox is installed and the temperatures are set at a fixed control as this is also a problem during the warm months with the air conditioning. PLAN OF ACTION: Maintenance will investigate and let Management know if this is possible or what other solution is possible. OLR) Accepted 04/04/2022	4/30/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-450. C. - Precautions shall be taken to prevent scalding from running water. Water temperatures shall be maintained between 100°F and 120°F.	N	Monza Drive This regulation was NOT MET as evidenced by: The hot water temperature of the home was tested and all faucets read 137 degrees F.	PR) 03/30/2022 **PR:** The Executive Assistant met with the staff resulting in information that the residents complained that with a full house of girls the water quickly becomes cold during even hygiene and everyone is taking a shower before bedtime. Therefore, maintenance increased the temperature. **PLAN OF ACTION:** To prevent scalding from running water, maintenance will reduce and maintain the temperature of the hot water heater between 100 and 120 degrees F. OLR) Accepted 04/04/2022	3/19/2022
12VAC35-46-590. A. - The facility's grounds shall be safe, properly maintained, and free of clutter and rubbish. The grounds include, but are not limited to, all areas where residents, staff, and visitors may reasonably be expected to have access, including roads, pavements, parking lots, open areas, stairways, railings, and potentially hazardous or dangerous areas.	N	Monza Drive This regulation was NOT MET as evidenced by: The stairs of the two storage sheds in the backyard are rotten and need to be replaced.	PR) 03/30/2022 **PR:** The two storage sheds in the backyard are only used by the landscaper and maintenance. **PLAN OF ACTION:** Maintenance resolved the situation and the rotten step was removed. OLR) Accepted 04/04/2022	3/19/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-600. A. - All furnishings and equipment shall be safe, clean, and suitable to the ages and number of residents.	N	Monza Drive This regulation was NOT MET as evidenced by: The upstairs hall bathroom has missing cabinet handles. They need to be replaced. There is a rectangle metal piece that is sharp on the corners on the same bathroom wall that needs to be removed, or covered with a replacement hook. The air vent upstairs over the stairs is full of dust and needs to be cleaned.	PR) 03/30/2022 **PR**: Maintenance resolved the problem in the bathroom by replacing the hook. OLR) Partially Accepted 04/04/2022 Provider did not address the missing knobs in the bathroom or the air vent over the staircase. PR) 04/04/2022 PR: Regarding the missing cabinet handles, Maintenance will replace all cabinet handles to match that will eliminate any that are missing. Maintenance will remove and replace the rectangle metal piece in the upstairs bathroom that is sharp on the corners. The air vents upstairs and downstairs were discovered to be rusty, not full of dust as the vent filters were clean. Maintenance will remove the air vent covers, and clean and paint them. In addition, new filters will be inserted just to ensure that the vents are cleaned. OLR) Accepted 04/04/2022	4/30/2022

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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.

Cynthia Gwinn, Licensing Specialist	(Signature of Organization Representative)	Date

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