DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **07-13-2022**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - 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	Monza Drive This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 08/09/2022 **PR:** Although the investigation began on 5/25/2022, staff was unsure as to how to finalize the investigation since the final outcome depended totally on CPS. However, after talking with the OHR advocate, the staff was advised and instructed to enter the data into CHRIS which occurred on 6/30/2022. **ROOT CAUSE ANALYSIS:** Staff is still uncertain how to navigate CHRIS, especially the investigative portion. **PLAN OF ACTION:** Staff (Executive Assistant) is continuing to review the information provided by DBHDS on Investigating procedures. The staff will register and participate in the training scheduled on 9/8/2022 (Investigating Abuse & Neglect: An Overview for Community Providers) and on 9/20/2022 (Facility Investigation Training) OLR) Accepted 08/10/2022	9/20/2022

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12VAC35-115-230. A. (3a) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3a. Whether abuse, neglect, or exploitation occurred;	N	Monza Drive This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A-20220004 on 6/29/2022, the provider's investigation began on 5/25/2022 and the provider's findings were entered 6/30/2022. The provider failed to provide a written report of the results of the investigation within 10 working days from the date in which the investigation began.	PR) 08/09/2022 **PR:** Although the investigation began on 5/25/2022, staff was unsure as to how to finalize the investigation since the final outcome depended totally on CPS. However, after talking with the OHR advocate, the staff was advised and instructed to enter the data into CHRIS which occurred on 6/30/2022. **ROOT CAUSE ANALYSIS:** Staff is still uncertain how to navigate CHRIS, especially the investigative portion. **PLAN OF ACTION:** Staff (Executive Assistant) is continuing to review the information provided by DBHDS on Investigating procedures. The staff will register and participate in the training scheduled on 9/8/2022 (Investigating Abuse & Neglect: An Overview for Community Providers) and on 9/20/2022 (Facility Investigation Training) OHR/OLR) Accepted 08/10/2022	9/20/2022

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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.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

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