DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **02-12-2024**
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.		

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12VAC35-115-260. A. (11) - Providers, through their directors, shall: 11. Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their duties under this chapter;	N	Monza Drive "Providers, through their directors shall cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human right advocate, the LHRC, and the SHRC in carrying out their duties under this chapter." This regulation was NOT MET as evidenced by: • Per CAP Inspection 117, the provider's CAP response was due on 1/19/24. Upon review on 1/22/24, the provider has failed to adhere to the established deadline.	PR) 02/19/2024 Root Cause : Per cap response was due on 01-19-2024, upon review on 1-22-2024 provider failed to adhere to the deadline. The Senior Admin was not completely clear on what was required. Actions; Moving forward the Senior Admin plans have been updated and reflect the missing information. The compliance team now includes the CAO and Senior Admin will work together and ensure compliance with this regulation. Monitoring : The CAO will ensure that all regulations are being met. CAO and Senior Admin will work together to ensure compliance with the regulations. The CAO will meet with the office manager/ house manager weekly to review any reports. The CAO will review for compliance and request updates as needed within 24 hours of discovery. OHR/OLR) Accepted 02/29/2024	2/19/2024

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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