DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **08-23-2024**
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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12VAC35-115-230. 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 the CHRIS entry A-20240001, the provider failed to provide a written report of the results of the investigation via the department's web-based reporting application within 10 working days from the date in which the investigation began. The investigative findings were due on 6/17/24.	PR) 10/01/2024 Staff CEO Assistant received training on serious incident reporting on 07/11/2024 to ensure they were knowledgeable of what qualifies as a serious incident and the protocol surrounding reporting. Serious incident report training will occur yearly for every staff member and the administrative team and also when Criss training classes are offered. Documentation and certificates of these training courses will be collected and filed on-site **The Office administrator and program director will review serious incidents and the status of CHRIS reports weekly. Documentation of these meetings will be documented** OHR/OLR) Accepted 12/01/2024	10/1/2024

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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