DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (3) - The records of each employee shall include: 3. Written references or notations of oral references;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include written references or notations of oral references.	PR) 06/30/2025 Root Cause: Review of Employee #1's and Employee #2's personnel files did not include written references or notations of oral references. Action: Moving forward, we will provide multiple avenues for new hires. The H.R. consultant will review the new hire application and making sure all reference check will be completed within 5-7 after the interview has been completed Monitor: The H.R. consultant will review new hire submissions weekly for compliance using an employee record review form and will notify the director when the new hire is cleared to start working. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (8) - The records of each employee shall include: 8. Documentation of educational degrees and of professional certification or licensure;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include documentation of educational degrees and/or diplomas.	PR) 06/30/2025 Review of Employee #1's personnel file did not include documentation of educational degrees and/or diplomas. The HR consultant will review new hire submissions weekly for compliance using an employee record review form and will notify the director when the new hire is cleared to start working Monitoring: The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance, and they will be given 30 days to submit all missing documents. Failure to complete will result in suspension from providing services. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. (2a) - 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: 2a. Alerting emergency personnel and sounding alarms;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including, Alerting Emergency Personnel and Sounding Alarms was not present.	PR) 06/30/2025 Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following the initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including Alerting Emergency Personnel and Sounding Alarms, was not present. Moving forward, an assessment of knowledge will be given to all employees at new hire training and annually thereafter. This ongoing training will be conducted no later than December of each year. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. (2d) - 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: 2d. Accessing emergency information for residents including medical information;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including, Accessing Emergency Information for Residents including Medical Information was not present.	PR) 06/30/2025 Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following the initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including Accessing Emergency Information for Residents, including Medical Information, was not present. Moving forward, an assessment of knowledge will be given to all employees at new hire training and annually thereafter. This ongoing training will be conducted no later than December of each year. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. (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: Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including, Utilizing Community Support Services was not present.	PR) 06/30/2025 Review of Employee #1's and Employee #2's personnel files did not include documentation of required initial training completed within 14 days following the initial start date, and before an individual is alone supervising children. The required training of Emergency Preparedness and Response, including Utilizing Community Support Services, was not present. The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance. Failure to complete will result in suspension from providing services OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. (5) - Required initial training: 5. Within 30 days following their begin date, all staff 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.	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include required initial training completed within 30 days following their start date. Required initial training on child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention was not located in personnel files.	PR) 06/30/2025 Review of Employee #1's and Employee #2's personnel files did not include the required initial training completed within 30 days following their start date. Required initial training on child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, interaction among staff and residents, and suicide prevention will be completed within 30 days of hire The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance. Failure to complete will result in suspension from providing services OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. B. (1a) - Required annual retraining: 1. All employees, contractors, students and interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1a. Alerting emergency personnel and sounding alarms;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training on Emergency Preparedness and Response, including, Alerting Emergency Personnel and Sounding Alarms.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher/training on Emergency Preparedness and Response, including, Alerting Emergency Personnel and Sounding Alarms. The required training of Emergency Preparedness and Response, including Utilizing Community Support Services, would be completed within 15 days of new hire The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance. Failure to complete will result in suspension from providing services OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. B. (1b) - Required annual retraining: 1. All employees, contractors, students and 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 (e.g., deaf, blind, nonambulatory);	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training on Emergency Preparedness and Response, including, Evacuation of Residents with Special Needs.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher/training on Emergency Preparedness and Response, including Evacuation of Residents with Special Needs. The required training of Emergency Preparedness and Response, including Evacuation of Residents with Special Needs. This will be completed within 15 days of the new hire The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance. Failure to complete will result in suspension from providing services OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. B. (1c) - Required annual retraining: 1. All employees, contractors, students and interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1c. Using, maintaining, and operating emergency equipment;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training on Emergency Preparedness and Response, including, Using, Maintaining, and Operating Emergency Equipment.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher/training on Emergency Preparedness and Response, including Using, Maintaining, and Operating Emergency Equipment. The required training of Emergency Preparedness and Response, Using, Maintaining, and Operating Emergency Equipment, will be completed annually and within 15 days of new hire The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance. Failure to complete will result in suspension from providing services OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. B. (1d) - Required annual retraining: 1. All employees, contractors, students and interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1d. Accessing emergency information for residents including medical information;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training on Emergency Preparedness and Response, including, Accessing Emergency Information for Residents including Medical Information.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher/training on Emergency Preparedness and Response, including Accessing Emergency Information for Residents, including Medical Information. And annual refresher/training on Emergency Preparedness and Response, including Accessing Emergency Information for Residents, including Medical Information The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance and will be given 30 days to complete the certification class. Failure to complete will result in suspension from providing services. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. B. (1e) - Required annual retraining: 1. All employees, contractors, students and 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: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training on Emergency Preparedness and Response, including, Utilizing Community Support Services.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher/training on Emergency Preparedness and Response, including Accessing Emergency Information for Residents, including Utilizing Community Support Services. Annual refresher/training on Emergency Preparedness and Response, including Utilizing Community Support Services will be completed within 15 days of new and hire and annually. The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance and will be given 30 days to complete the certification class. Failure to complete will result in suspension from providing services. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
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. 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: Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training in Child Abuse and Neglect, Mandatory Reporting, Maintaining Appropriate Professional Relationships, and Interaction Among Staff and Residents, and Suicide Prevention.	PR) 06/30/2025 Review of Employee #1'sand Employee #2's personnel files did not include an annual refresher / training in Child Abuse and Neglect, Mandatory Reporting, Maintaining Appropriate Professional Relationships, and Interaction Among Staff and Residents, and Suicide Prevention. Annual refresher/training in Child Abuse and Neglect, Mandatory Reporting, Maintaining Appropriate Professional Relationships, and Interaction Among Staff and Residents, and Suicide Prevention. will be completed within 15 days of new and hire and annually. The H.R. consultant will be responsible for monitoring compliance at least quarterly using an employee record review form. A notification will be sent to the employee if out of compliance and will be given 30 days to complete the certification class. Failure to complete will result in suspension from providing services. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-730. A. - At the time of admission, each resident's record shall include a completed face sheet that contains (i) the resident's full name, last known residence, birth date, birthplace, gender, race, social security number or other unique identifier, religious preference, and admission date; and (ii) names, addresses, and telephone numbers of the resident's legal guardians, placing agency, emergency contacts, and parents, if appropriate.	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did include a completed face sheet. Upon further review the face sheets for Individual #1 and Individual #2 did not include last know residence. There is an identified section for last know residence on the face sheet form but, the section was left blank.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did include a completed face sheet. Upon further review, the face sheets for Individual #1 and Individual #2 did not include the last known residence. There is an identified section for last known residence on the face sheet form but the section was left blank. Moving forward, all face sheet form has been updated and completed by Program Manager/ House manager and Case Worker Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-765. H. (1d) - Discharge summaries: 1. No later than 30 days after discharge, a comprehensive discharge summary shall be placed in the resident's record and sent to the persons or agency that made the placement. The discharge summary shall review: 1d. Reasons for discharge and names of persons to whom the resident was discharged;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #3's record did include a discharge summary, completed no later than 30 days after discharge. Upon further review the discharge summary did not include the names of persons to whom the resident was discharged.	PR) 06/30/2025 Review of Individual #3's record did include a discharge summary, completed no later than 30 days after discharge. Upon further review the discharge summary did not include the names of persons to whom the resident was discharged Moving forward, all discharge forms have been updated with the name of the person or DSS the resident will be released to and will be completed by the Program Manager/ House manager and the Case Worker Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. A. - Each child accepted for care shall have a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission, except (i) the report of an examination within the preceding 12 months shall be acceptable if a child transfers from one residential facility licensed or certified by a state agency to another; and (ii) a physical examination shall be conducted within 30 days following an emergency admission if a report of physical examination is not available.	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination by or under the direction of a licensed physician, no earlier than 90 days before admission to the facility or no later than seven days following admission. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. B. - Within seven days of placement, each resident shall have had a screening assessment for tuberculosis as evidenced by the completion of a screening form containing, at a minimum, the elements found on the Report of Tuberculosis Screening form published by the Virginia Department of Health. The screening assessment may be no older than 30 days.	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a screening assessment for tuberculosis as evidenced by the completion of a screening, within seven days of placement.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a screening assessment for tuberculosis as evidenced by the completion of a screening within seven days of placement. Moving forward, all residents will be screened for tuberculosis as evidenced by the completion of a screening, within seven days of placement. Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1a) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1a. Immunizations administered at the time of the exam;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individuals, including, immunizations administered at the time of the exam.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individuals, including immunizations administered at the time of the exam. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1b) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1b. Vision exam;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individuals, including, vision exam.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individuals, including, vision exam. Action: Moving forward, the house manager/program will make sure all physical forms are completed upon appointments Monitor: The compliance officer will conduct monthly reviews of new files, to make sure all documents are completed and placed in the file OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1c) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1c. Hearing exam;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, hearing exam.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, hearing exam. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1d) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1d. General physical condition, including documentation of apparent freedom from communicable disease, including tuberculosis;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, general physical condition.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including general physical condition. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and the needs of individual and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1e) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1e. Allergies, chronic conditions, and handicaps, if any;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, allergies, chronic conditions, and handicaps, if any.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, allergies, chronic conditions, and handicaps, if any. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and the needs of individual and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1f) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1f. Nutritional requirements, including special diets, if any;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, nutritional requirements, including special diets, if any.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, nutritional requirements, including special diets, if any. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and the needs of the individual and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1g) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1g. Restrictions on physical activities, if any;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, restrictions on physical activities, if any.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, restrictions on physical activities, if any. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and the needs of the individual and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist. OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. E. (1h) - Each physical examination report shall include: 1. Information necessary to determine the health and immunization needs of the resident, including: 1h. Recommendations for further treatment, immunizations, and other examinations indicated;	N	Monza Drive This regulation was NOT MET as evidenced by: Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, recommendations for further treatment, immunizations, and other examinations indicated.	PR) 06/30/2025 Review of Individual #1's and Individual #2's records did not include a physical examination containing information necessary to determine the health and immunization needs of the individual, including, recommendations for further treatment, immunizations, and other examinations indicated. Moving forward, House Manager/Program Manager case manager forms have been updated to ensure that all physicians and appointments with the date and time the resident has been seen, and the needs of the individual and making sure that all physician forms are completed and received by the caseworker if the resident has had a recent appointment Monitoring: The compliance officer and house manager/ program manager will work together to ensure compliance with this regulation. The compliance officer will meet with the case manager and client within 15 days of admission to review and finalize the admission application. The compliance officer will review the client file at least quarterly for compliance using a chart compliance checklist OLR) Accepted 07/08/2025	6/30/2025

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

Date of Inspection: **05-19-2025**
Program Type/Facility Name: **14-008 3830 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date

General Comments / Recommendations:
The specialist recommends the following:

Please include the following in each citation response:
1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation.
2. Include a plan of action to address systematic changes (process/protocols, etc.) that have been or will be implemented to ensure you remain in compliance of the regulation.
3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist).
4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented).

Please respond to the Licensing Report on or before the due date.

Please include any relevant documents as attachments for proof of action taken, as applicable.

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.

Allison Powers, Licensing Specialist	(Signature of Organization Representative)	Date

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