DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1266-14-009**
Organization Name: **Rest Assured, LLC**

Date of Inspection: **06-26-2025**
Program Type/Facility Name: **14-009 3820 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Collingbourne This regulation was NOT MET as evidenced by: See OHR citation.		8/29/2025

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12VAC35-115-175. F. (4) - Additional requirements for complaints involving abuse, neglect, or exploitation: 4. The program director shall ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issues under investigation.	N	Collingbourne This regulation was NOT MET as evidenced by: *The program director shall ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issues under investigation.* • During the Advocate's monitoring of the CHRIS report **A-20250002**, the provider failed to provide evidence of a trained investigator for verification February 6, 2025. Based on the Advocate's review, there is a preponderance of evidence to support the violation.	PR) 08/29/2025 Root Cause: The program director shall ensure that the investigation is conducted by a person trained to conduct investigations and who is not involved in the issues under investigation. During the Advocate's monitoring of the CHRIS report A-20250002, the provider failed to provide evidence of a trained investigator for verification on February 6, 2025. Action: The Program Manager has updated the training attestation to reflect all the required training. which was completed on May 8, 2025. Moving Forward: The Compliance Officers and Human Resources will make sure that all employees are trained on Human Rights. Employees will be required to attend all human rights training provided by Mr. Alonzo Riggins (DBHDS). A quarterly audit will be done to make sure all the requirements are met. Moving forward, any person who is designated for this role will be required to complete all risk training before starting the job assignment OHR/OLR) Accepted 10/09/2025	8/29/2025

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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	Collingbourne This regulation was NOT MET as evidenced by: • Upon review of the CHRIS entry **A-20250002**, 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. ◦ The investigative findings were due on **2/14/2025**; however, The investigation results were not completed until 5/14/2025, as evidenced by the timestamp in the Department's web-based reporting system (CHRIS).	PR) 08/29/2025 Root Cause: The program director shall ensure that the investigation is conducted by a person trained to conduct investigations and who is not involved in the issues under investigation. During the Advocate's monitoring of the CHRIS report A-20250002, the provider failed to provide evidence of a trained investigator for verification on February 6, 2025. Action: The Program Manager has updated the training attestation to reflect all the required training. which was completed on May 8, 2025. Moving Forward: The Compliance Officers and Human Resources will make sure that all employees are trained on Human Rights. Employees will be required to attend all human rights training provided by Mr. Alonzo Riggins (DBHDS). A quarterly audit will be done to make sure all the requirements are met. Moving forward, any person who is designated for this role will be required to complete all risk training before starting the job assignment OHR/OLR) Accepted 10/09/2025	8/29/2025

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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