DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **02-27-2026**
Program Type/Facility Name: **14-009 3820 Monza Drive**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-250. B. - At the time of hire or residency at the facility, each individual shall submit the results of a tuberculosis screening assessment documenting the absence of tuberculosis in a communicable form as evidenced by the completion of a form containing, at a minimum, the elements of a current screening form published by the Virginia Department of Health. The screening assessment shall be no older than 30 days.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel file did not include results of a tuberculosis screening assessment documenting the absence of tuberculosis in a communicable form as evidenced by the completion of a form containing, at a minimum, the elements of a current screening form published by the Virginia Department of Health. The screening assessment shall be no older than 30 days. Employee #1 had a completed screening dated for 02/02/2026, which does not meet the regulation criteria.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, leading to the CAO (employee #1) and the youth counselor (employee #2) missing the required TB test within the timeframe required for new hires. The CAO had an updated TB test added to the file, and employee #2 will receive a TB test. Moving forward, the TB test will be required as a condition of employment and must be completed within 20 days of hire; otherwise, the employee will not be able to continue working with Rest Assured. Both New and existing employees will be issued a timeline to complete TB Testing for continued employment. This will be checked monthly in the files for review and compliance. The CAO or assistant to management/executive assistant will be responsible for checking files once a month as part of an audit for employee needs. TB forms will be available for employees to use, containing the minimum elements required by the Virginia Department of Health. This will be the standard moving forward as of 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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12VAC35-46-300. B. (9) - The records of each employee shall include: 9. A current job description.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include a current job description.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having an active job description in her employee record. All employee job descriptions have been updated to reflect work expectations and placed in each employee's file according to position. Employee position descriptions will be placed in their files at the time of hire to reflect the position they are hired for or updated if their position changes. The CAO or assistant to management/executive assistant will be responsible for checking files once a month as part of an audit for employee needs. This standard will be met moving forward of 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (1) - Required initial training: 1. Within seven days following their begin date, each staff member responsible for supervision of children shall receive basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did include a completed basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint, but the initial training was not completed within seven days of Employee #1's hire date. Employee #1's hire date was 11.12.2025, the initial behavioral training was dated for completion on 02.02.2026.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the seven-day time frame. Additionally, this was not reported as a requirement to the CAO. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint prior to a scheduled job day-to-day training, to ensure the training requirements have been met within seven days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Additionally, the CAO will have a regular scheduled partnership with a certified trainer to ensure access to training for physical restraint is available within 7 days of hire. This standard will be met moving forward of 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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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	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date, and before Employee #1 was alone supervising children: Emergency Preparedness and Response training that included: Alerting emergency personnel and sounding alarms.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete basic orientation to conduct emergency preparedness and response training that shall include: 2a. Alerting emergency personnel and sounding alarms; prior to a scheduled job day-to-day training, to ensure the training requirements have been met within seven days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. This standard will be met moving forward of 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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12VAC35-46-310. A. (2b) - 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: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (e.g., deaf, blind, nonambulatory);	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date, and before Employee #1 was alone supervising children: Emergency Preparedness and Response training that included: Implementing evacuation procedures, including evacuation of residents, with special needs.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete basic orientation to conduct emergency preparedness and response training that shall include: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (e.g., deaf, blind, non-ambulatory); prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2c) - 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: 2c. Using, maintaining, and operating emergency equipment;	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date, and before Employee #1 was alone supervising children: Emergency Preparedness and Response training that included: Using, maintaining, and operating emergency equipment.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete basic orientation to conduct emergency preparedness and response training that shall include: Using, maintaining, and operating emergency equipment; prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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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	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date, and before Employee #1 was alone supervising children: Emergency Preparedness and Response training that included: Accessing emergency information for residents including medical information.	PR) 05/03/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete basic orientation to the provider shall conduct emergency preparedness and response training that shall include: Accessing emergency information for residents, including medical information; prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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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	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date, and before Employee #1 was alone supervising children: Emergency Preparedness and Response training that included: Utilizing community support services.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete orientation. The provider shall conduct emergency preparedness and response training that shall include utilizing community support services, prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3a. The objectives of the facility;	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date: The objectives of the facility.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete. The provider shall conduct the objectives of the facility training, prior to a scheduled job, day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3c. The decision-making plan;	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 14 days of their start date: The decision-making plan.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 14-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete. The provider shall conduct the decision-making planning training, prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 14 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include the following initial training completed within 30 days of their start date: Policies and procedures regarding standard precautions.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1)and Youth Counselor (employee #2) not having the required initial training completed within the 30-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete. The provider shall conduct the Policies and procedures regarding standard precautions, prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 30 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (7) - Required initial training: 7. Within 30 days following their begin date, all staff shall be trained on appropriate siting of children's residential facilities, and good neighbor policies and community relations.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's personnel file did not include the following initial training completed within 30 days of their start date: Appropriate siting of children's residential facilities, and good neighbor policies and community relations.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1) not having the required initial training completed within the 30-day time frame. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete. The provider shall conduct appropriate siting of children's residential facilities, good neighbor policies, and community relations prior to a scheduled job day-to-day training, to ensure the training requirements have been met within 30 days. The CAO, Program Manager, or House leads (when qualified) will provide the orientation. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (9) - Required initial training: 9.The provider shall carry out targeted staff training in any area of quality improvement as identified from the results of the quality improvement plan.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #1's and Employee #2's personnel files did not include the following required initial training: Targeted staff trainings in any area of quality improvement as identified from the results of the quality improvement plan.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the CAO (employee #1)and Youth Counselor (employee #2) not having the required training completed. Additionally, this was not reported as a requirement to the CAO. This training has been completed. Moving forward, the CAO has implemented a firm initial orientation standard that all employees must complete and a system for quality improvement training for staff. The provider shall conduct the targeted training in any area of quality improvement as identified from the results of the quality improvement plan, as needed throughout the year. The CAO, Program Manager, or House leads (when qualified) will provide the training. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. B. (2) - Required annual retraining: 2. All staff who administer medication shall complete annual refresher medication training.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #2's personnel file did not include an annual medication refresher training.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the Youth Counselor (employee #2) not having the required annual training completed. This training has been completed. Moving forward, the CAO has implemented a firm file auditing system to include a spreadsheet for review. When medication refresher training is needed, the employee will be scheduled for the training no later than 30 days before the expiration of their current certificate. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. B. (5) - Required annual retraining: 5. All staff shall receive annual retraining on the provider's policies and procedures regarding standard precautions.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of Employee #2's personnel file did not include an annual retraining on the provider's policies and procedures regarding standard precautions.	PR) 05/04/2026 Rest Assured LLC's previous executive assistant was responsible for monitoring all personnel records at the time of hire and once monthly thereafter for compliance. The executive assistant did not complete this task, resulting in the Youth Counselor (employee #2) not having the required annual training on policies and procedures regarding standard precautions completed. This training has been completed. Moving forward, the CAO has implemented a firm file auditing system to include a spreadsheet for review. When the provider's policies and procedures regarding standard precautions training is needed, the employee will be scheduled for the training no later than 30 days before the expiration of their current certificate. The CAO or assistant to management/Executive assistant will ensure that the documentation for proof of training is within the records. Records will be checked once a month for compliance with all training standards for all staff. This standard will be met moving forward from 3 May 2026. OLR) Accepted 05/04/2026	5/3/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-870. A. - No member of the child care staff shall be on duty more than six consecutive days without a rest day, except in an emergency or as approved by the department for live-in staff.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of the provider's Supervision Policy did not include the following: No member of the child care staff shall be on duty more than six consecutive days without a rest day, except in an emergency or as approved by the department for live-in staff.	PR) 05/04/2026 Rest assured, LLC's supervision policy included the statement, but it was not being met at the time of the review due to high staff turnover. This has been evaluated by the CAO, with the policy updated to clearly reflect the statement and with more staff hired to meet each staff member's rest requirements. Scheduling is being closely monitored to ensure proper rest periods for all staff within a six-day period, except in emergency circumstances. Hiring will be on a continuous basis to ensure constant appropriate staff numbers. The CAO and program manager are directly responsible for ensuring this policy is met. OLR) Accepted 05/04/2026	5/3/2026
12VAC35-46-870. E. - Whenever children are being supervised by staff there shall be at least one staff person present with a current basic certificate in standard first aid and a current certificate in cardiopulmonary resuscitation issued by the American Red Cross or other recognized authority.	N	Collingbourne This regulation was NOT MET as evidenced by: Review of the provider's Supervision Policy did not include the following: Whenever children are being supervised by staff there shall be at least one staff person present with a current basic certificate in standard first aid and a current certificate in cardiopulmonary resuscitation issued by the American Red Cross or other recognized authority.	PR) 05/04/2026 Rest Assured LLC's hiring practices were not being upheld by the executive assistant who was responsible for this task. Due to this, some staff did not receive CPR recertifications in the time frame necessary, and some new staff members did not have the initial CPR documentation necessary. A monthly personnel record audit is being completed by the CAO, management assistance, and the Program Manager to ensure compliance. All New staff must have CPR certification that are active for at least three months out to ensure the regulation is met. OLR) Accepted 05/04/2026	5/3/2026

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General Comments / Recommendations:
The specialist recommends the following:

Review of Regulations for Children's Residential Facilities (12VAC35-46)

https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/

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