DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1376-14-001**
Organization Name: **Jackson-Feild Homes**

Date of Inspection: **11-13-2024**
Program Type/Facility Name: **14-001 Jackson Feild Homes**

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	Jackson Feild Homes This regulation was NOT MET as evidenced by: See OHR citation.		10/31/2024

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12VAC35-115-110. C. (9a) - The provider's duties. 9. Providers shall comply with all applicable state and federal laws and regulations, certification and accreditation standards, and third party requirements as they relate to seclusion and restraint. 9a. Whenever an inconsistency exists between this chapter and federal laws or regulations, accreditation or certification standards, or the requirements of third party payers, the provider shall comply with the higher standard.	N	Jackson Feild Homes Providers shall comply with all applicable state and federal laws and regulations, certification and accreditation standards, and third party requirements as they relate to seclusion and restraint. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry 20240017, the provider's investigation included an interview with Employee #1 and Individual #1, a review of the provider's policies and a review of video footage which revealed: • Employee #1 implemented a physical hold that was not incompliance with the provider's standards. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's finding of a regulatory violation.	PR) 01/15/2025 During the investigation, it was discovered that Employee #1 did not administer the appropriate MANDT hold while restraining Individual #1. Investigation revealed that Employee #1 did not utilize a trauma-informed approach with Individual #1 and did not follow proper protocol when applying the MANDT hold to Individual #1. Corrective Action included Employee #1 was required to attend RC Trauma-Informed remediation training, as well as MANDT remediation training. Employee #1 was also transferred to work in another cottage. Employee #1 was also to receive weekly supervision from Residential Services Supervisor for at least 30 days; but, no more than 90 days. Prior to completing the required remediation training, Employee #1 resigned her position (see resignation documentation attached). Supervision documentation completed is also attached. OHR/OLR) Accepted 01/17/2025	10/31/2024

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Jackson Feild Homes This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. Upon review of CHRIS entry 20240017, the provider's investigative summary included an interview with Individual #1 and Employee #1, a review of the provider's supervision policy, and a review of video footage. OHR Advocate determined: • Employee #1 failed to follow the provider's supervision policy. Based on the provider's investigative finding, there is a preponderance of evidence to support the OHR Advocate's finding of neglect.	PR) 01/15/2025 During the investigation, it was discovered that Employee #1 did not administer the appropriate MANDT hold while restraining Individual #1. Investigation revealed that Employee #1 did not utilize a trauma-informed approach with Individual #1 and did not follow proper protocol when applying the MANDT hold to Individual #1. Corrective Action included Employee #1 was required to attend RC Trauma-Informed remediation training, as well as MANDT remediation training. Employee #1 was also transferred to work in another cottage. Employee #1 was also to receive weekly supervision from Residential Services Supervisor for at least 30 days; but, no more than 90 days. Prior to completing the required remediation training, Employee #1 resigned her position (see resignation documentation attached). Supervision documentation completed is also attached. OHR/OLR) Accepted 01/17/2025	10/31/2024

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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