DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **12-17-2025**
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.		
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: Upon review of CHRIS entry, A:20250025, the provider's investigation included review of policy, which revealed: Employee # 1 did not follow the provider policy regarding the safe keeping of the TV remote, resulting in Individual # 1 swallowing two AAA batteries. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 02/10/2026 Internal investigation revealed that Employee #1 did not follow provider policy regarding the safe keeping of the TV remote. Proper protocol is for TV remote to be kept locked in staff office and only staff can operate the remote. Residents are only allowed to change channels and volume of TV using the buttons located directly on the TV. Upon discovery that Individual #1 had ingested batteries, immediate action was taken to ensure the safety of all individuals at the service location. The incident was identified by Employee #1 during routine observation. Individual #1 voluntarily disclosed the ingestion and Employee #1 acted promptly. Emergency Medical Services (EMS) were contacted immediately, and Individual #1 was transported to Bon Secours Southern VA Medical Center for evaluation and treatment. While Individual #1 was in transit and care, other	1/15/2026

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			residents were safely supervised and remained under staff oversight. A room and area safety inspection was conducted immediately to identify and remove any other potentially hazardous items. The batteries were determined to have come from the TV remote control, and this has been documented and addressed in follow-up safety planning. There was no immediate threat to the safety of other residents or staff, and all actions taken followed JFBHS' established emergency response and supervision protocols. CORRECTIVE ACTION: Employee #1 received supervision from Residential Services Supervisor which included a review of policies; and, completed remediation training on managing high-risk behaviors, emergency response and supervision best practices. Evidence documentation is attached. OHR/OLR) Accepted 03/19/2026	

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