DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **04-16-2026**
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.		

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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: Upon review of CHRIS entry A:20250026, the provider's investigation included staff admissions and a review of the provider's policy which revealed: • Individual #1 used playing cards to pick the door lock on the unit. • Individual #1 eloped from the unit undetected. • Individual #1 was spotted by an off-duty staff member who called 911. • Employee #1 failed to adequately supervise and monitor residents according to the provider's policy. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 05/21/2026 CPS was notified on 9/15/25 – Referral #3067400 – allegation was screened out. Internal investigation revealed that staff did not follow provider policy regarding Supervision of Residents. Corrective Action included the following: Employee #1 received a 7-day suspension and written supervision for not following provider policy. Employee #1 also completed remediation training regarding Supervision of Residents. Cottage procedure changes include all staff on shift to not remain in the office (unless documenting on resident or shift change) or in the closed area on the hallway. When conducting room searches, staff will be required to complete the Cottage Shift Safety Checklist. The staff on shift will ensure all exit doors are double locked during room/cottage checks and during each shift change. OHR/OLR) Accepted 06/02/2026	10/31/2025

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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