DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **07-21-2026**
Program Type/Facility Name: **14-001**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-450. A. - Plumbing shall be maintained in good operational condition.	N	This regulation was NOT MET as evidenced by: Upon LS inspection of the providers hot water temperature, the provider failed to have the hot water within regulation compliance of 100-120 degrees. The following temperatures were revealed during the inspection: Cottage #1 • Bathroom-Rm#16-hot water temperature was 138 degrees at the time of the inspection. • Bathroom-Rm#8-hot water temperature was 140 degrees at the time of the inspection. Cottage #2 • Bathroom-Rm#30-Hot water revealed a temperature of 123 degrees at the time of inspection. Cottage #3 • Bathroom-Rm#1-Hot water revealed a temperature of 77 degrees at the time of inspection. • Bathroom-Rm#2 (closest to laundry room)-Hot water revealed a temperature of 80 degrees at the time of the inspection. Cottage #4 • Bathroom-Rm#-7-Hot water revealed a temperature of 130 degrees at the time of inspection. Cottage #5 • Bathroom-Rm#5-Hot water revealed a temperature of 123 degrees at the time of inspection.	PR) 08/20/2026 Maintenance personnel adjusted the hot water heater temperature for Cottage #1, #2, #4 and #5 to meet regulation compliance of 100-120 degrees. A hot water recirculation pump was installed for Cottage #3 and hot water heater temperature was adjusted to meet regulation compliance of 100-120 degrees. Maintenance personnel will check the water temperature in all cottages on a monthly basis. Director of Plant Operations will have oversight. OLR) Accepted 08/24/2026	8/7/2026

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12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	This regulation was NOT MET as evidenced by: Upon LS physical environment inspection of the cottages, the provider failed to maintain the interior of the buildings in good working order. Please see below for each cottage inspection: Cottage #1 • Rm#19-Bathroom-Between the toilet and vanity, there is missing flooring beside the toilet. The fan vents are full of lint/dirt. The HVAC vent is dripping with condensation. At the base of the shower, the wood has water damage and wet mats remain in the floor. • Laundry Room-mop bucket in laundry room with dirty water in the bucket. Cottage #2 • Room #36-Door trim paint peeling and missing paint. • Room #39-HVAC vent is dirty. • Room #34-HVAC vent is dirty. • Room #30-Bathroom-Wet mat in floor at shower; door knob is bent sideways with toilet paper stuffed in door and on the door trim in attempt to hold the door closed. The faucet on the sink is loose. The fan vent is dirty with lint. • Room #27-Laundry Room-Sprinkler cover is hanging down from the ceiling above the entrance. • Dayroom-Clogged drain in the sink on both sides. • Milk carton with half full of milk, is warm and sitting on the counter. • The baseboard along the wall at the trashcan is dirty and their are slashes of liquid on the wall behind the	PR) 08/20/2026 Cottage #1 - Room #19 - (1) Maintenance personnel replaced the missing flooring and shower trim. Housekeeping personnel also cleaned the HVAC vent. (2) Laundry Room - Maintenance personnel removed the mop bucket and replaced it with a Swiffer Power Mop. Cottage staff will ensure that residents remove all wet towels after each use and place in proper receptacle to be washed during laundry time. Cottage staff will notify Maintenance personnel immediately for maintenance issues related to flooring issues and HVAC issues. Residential Services Supervisor will have oversight. Maintenance personnel will also check all cottages weekly for any repairs that need to be completed. Director of Operations will have oversight. Cottage #2 - (1) Room #36 - Maintenance personnel painted door trim. (2 & 3) Room #39 & #34 - Housekeeping staff cleaned the HVAC vents. (4) Room #30 - Maintenance personnel removed the shower mats and repaired the door jamb and tightened the sink faucet. Housekeeping personnel also cleaned the HVAC vent. (5) Room #27 - Laundry Room - Sprinkler cover was repaired by Maintenance personnel. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (6) Dayroom - Maintenance personnel unclogged the sink drain on both sides. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will	8/7/2026

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		large trash can. Cottage #3 • Bathroom Room #7-Food bowl in the sink with food particles in it. Personal items on the sink such as toothbrush, deodorant, etc. Light bulb over the sink is out. The ceiling light is going out and flashing erratically. There is a towel in front of the toilet and a towel thrown over the bathroom entrance door. • Room #32-Comfort Room-The acrylic cover appears to be burnt from the light that it is covering. • Dining area-There are opened boxes of individually wrapped spoons and forks underneath the microwave, on the cart. There are torn places in the flooring in the dining area. Mop buckets observed to have mops with dirty water stored in the cleaning supply closet. • Staff bathroom-Observed a dirty tub/shower in the bathroom. • Room #10-Quilts and towels hung over the plexiglass in the room. • Room #1 (Empty room)-LS observed a dirty mattress on the bed that had been soiled. There is a hole observed in the ceiling. • Room #2 (Empty room)-Torn mattress noted on the bed. • 2nd Bathroom (closest to Laundry Room)-LS observed that the shower was dirty and had paper cups in the shower. The ceiling appeared to have small, black spots such as mildew noted above the shower. • Ceiling Light next to laundry room-Missing light bulb in light fixture. • Individual Room (first room past the laundry room)-There is profanity noted scratched in the acrylic cover over the window. • Laundry Room-Upon inspecting the washing machine, the LS felt their feet slide and observed	have oversight. (7) Cottage staff discarded the milk carton and will ensure all trash is placed in proper trash receptacle after meals and snack times. Cottage staff will ensure that residents place trash in the trash receptacle after meals and snack time. Residential Services Supervisor will have oversight. (8) Housekeeping personnel cleaned the baseboard trim/wall behind trash receptacle. Cottage staff and Housekeeping personnel will ensure that all areas of the cottage are kept clean and free of debris. Residential Services Supervisor and Director of Plant Operations will share oversight. Cottage #3 - (1) Bathroom #7 - The food bowl and personal items were removed from the counter. Cottage staff will ensure that food bowls remain in the kitchen area and all personal items are kept in a secure location. Residential Services Supervisor will have oversight. The light bulb and ceiling light was replaced by Maintenance personnel. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. Cottage staff will ensure that all residents remove their used towels from the bathroom after each use, making sure they are placed in receptacle for clothes/towels to be washed during laundry time. Residential Services Supervisor will have oversight. (2) Comfort Room #32 - The acrylic light cover was replaced by Maintenance personnel. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (3) Dining Area - Cottage staff removed the loose food utensils and will keep	

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		liquid laundry detergent spilled in the floor. LS alerted male staff who noted that the kids probably spilled it and didn't clean it up before going to school. Cottage #4 • Bedroom (Across from supervisor office)-The LS' observed no smoke detector in the room upon inspection. • Multipurpose Room-Individual personal items stored in the small area where individuals go for activities. HVAC vent is dirty. • Room #7-Bathroom-Trim along the tub appears to have water damage. Multiple places in the bathroom appears to have water damage including the toilet area and area past the tub. There is a dirty bottle of soap sitting on the vanity. • Room #8-(Ensuite)-The ceiling paint is peeling away and the fan vent over the toilet, is full of lint/dirt. Cottage #5 • Dayroom-Access door in the ceiling is not flush with the ceiling. • Room #9-Observed peeled paint from above the bed. The bed has a large bolt with much of the thread exposed, on the bedframe to the floor, that is in an area where an individual could step on it getting in or out of bed. • Room #6-Observed missing floor plank in the floor of the room. There is a hole in the door jam/trim that has been painted over. • Room #7-Bathroom-Observed water damage to a post, where the wood was gone. The rubber baseboard protector was unpeeling from the wall. Corners of the bathroom floor, particularly behind the door, was dirty. • Rm #5-Bathroom-Top vanity trim along the wall, was	them stored in a secure area. Residential Services Supervisor will have oversight. Maintenance repaired the torn places in the flooring in dining area and removed the mop buckets from the cleaning supply closet. Swiffer Power Mops will now be used instead of the mop buckets. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (4) Staff Bathroom - Housekeeping staff cleaned the tub/shower. Housekeeping staff will ensure that staff bathroom is cleaned. Director of Operations will have oversight. (5) Room #10 - Cottage staff removed the blankets and towels. Cottage staff will ensure that residents return blankets and towels to the proper location. Residential Services Supervisor will have oversight. (6) Room #1 (Empty) - Mattress was removed and replaced. Maintenance personnel repaired the hole in the ceiling. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (7) Room #2 (Empty) - Torn mattress removed and replaced. (8) 2nd Bathroom (near Laundry Room) - Housekeeping cleaned the bathroom, including removing the small, black spots on the ceiling above the shower. Cottage staff will ensure that residents clean the bathroom after using. Residential Services Supervisor will have oversight. (9) Ceiling light next to Laundry Room was replaced by Maintenance personnel. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (10) Individual Room (first room past Laundry Room) - Housekeeping staff cleaned profanity from the window. Cottage staff	

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		missing. The rubber base board protector was peeling from the wall at the vanity and around the toilet. Dirt was observed around the base of the tub to the wall and behind the door. The wall board protector was missing around the tub. • Room #6-HVAC vent was closed and the room was warm and stuffy. • Window off of dayroom-The bottom of the plexiglass was cracked along the bottom and a place wide enough to place a finger in the space. • Common area- Light switch is broken (cracked) on the wall. • Bedroom #12-Ceiling tile was observed to have holes in it. Ceiling down the hall from room #12 had holes in the tiles. The HVAC vent is dirty and the vent appears to be closed. The ceiling paint is peeling. • Bathroom-Observed peeling paint on the ceiling and in the bathtub. The rubberized wall board protector is peeling way from the wall.	will notify Maintenance personnel when this occurs. Residential Services Supervisor will have oversight. (11) Laundry Room - Housekeeping staff cleaned the floor. Cottage staff will ensure that residents clean up spills when they are made. Residential Services Supervisor will have oversight. Cottage #4 - (1) Bedroom Across from Supervisor Office - Maintenance personnel installed smoke detector. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (2) Multipurpose Room - Individual personal items will be moved to a secure storage location on campus. Maintenance personnel cleaned and painted the HVAC vent. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. (3) Room #7 Bathroom - Maintenance personnel replaced the tub trim and water damaged baseboard. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. Cottage staff will ensure that residents place their hygiene products in a secure location after use. Residential Services Supervisor will have oversight. (4) Room #8 Ensuite - Maintenance personnel sanded ceiling, laid sheetrock and re-painted. HVAC vent was cleaned. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight.	

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			Cottage #5 - (1) Dayroom - Access door in ceiling was repaired by Maintenance personnel. (2) Room #9 - Ceiling was repaired and exposed part of bed anchors were removed by Maintenance personnel. (3) Room #6 - Flooring panel was patched and door jamb repaired by Maintenance personnel. (4) Room #7 Bathroom - Water damaged post was repaired, rubber baseboard protector was replaced and floor was cleaned by Maintenance personnel. (5) Room #5 Bathroom - Vanity trim was repaired, rubber baseboard protector was repaired and floor was cleaned by Maintenance personnel. (6) Room #6 - HVAC vent was opened by Maintenance personnel. (7) Window off Dayroom - Maintenance personnel covered the exposed cracked plexiglass. (8) Common Area - Light switch was replaced by Maintenance personnel. (9) Bedroom #12 - Maintenance personnel repaired the holes in the ceiling, cleaned the HVAC vent and opened it, and removed the peeling paint and re-painted. (10) Bathroom - Maintenance personnel removed peeling paint, re-painted ceiling and repaired the wall board protector. Maintenance personnel will check all cottages weekly for any repairs that need to be completed. Director of Plant Operations will have oversight. OLR) Accepted 08/24/2026	

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General Comments / Recommendations:
1. Please identify the root cause(s) of the violation;
2. Develop a systemic plan of action, if applicable, to address the citation, which may require updating policies, procedures, and forms, or conducting any needed training or retraining for staff or other steps that could alleviate the problem and minimize the possibility that the violation will occur again;
3. Indicate the frequency for monitoring the plan, including how it will be monitored (Ex. monthly audits, weekly chart reviews, quarterly checklist).
4. Identify the staff position(s) responsible for monitoring implementation of the approved CAP.
5. Include a date of completion for each corrective action.
6-Please review the licensing report and submit the corrective action by the due date addressed in the report.

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.

Tina Williams, Licensing Specialist	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined