DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1746-14-008**
Organization Name: **Gateway Counseling Center**

Date of Inspection: **03-28-2022**
Program Type/Facility Name: **14-008 Whispering Pines RYS Boys Home**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-1110. F. - In the event of a disaster, fire, emergency, or any other condition that may jeopardize the health, safety, and welfare of residents, the provider should first respond and stabilize the disaster/emergency. After the disaster/emergency is stabilized, the provider shall report the disaster/emergency and the conditions at the facility to the legal guardian and the placing agency as soon as possible of the conditions at the facility and report the disaster/emergency to the department as soon as possible, but no later than 72 hours after the incident occurs.	N	Whispering Pines RYS Boys Home The Department was not aware until April 2022 of a change in service delivery and temporary relocation of youth that occurred in December 2021. It is recommended that provider policy and procedures be reviewed and revised to include all elements in this regulation. JJ	PR) 05/27/2022 Upon learning of bedbugs and temporarily relocating the 4 boys to the alternate boys home during treatment byfumigators, DBHDS was not immediately notified. All staff have reviewed the P&P regarding the notification of DBHDS for various concerns/happenings. CAO will ensure that DBHDS is notified within 72 hours of any required change in service delivery. OLR) Accepted 06/03/2022	5/27/2022

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (6) - The records of each employee shall include: 6. Date of employment for each position held and separation;	N	Whispering Pines RYS Boys Home Application for employee #1 did not list employment details to demonstrate previous experience working with children. It was also noted that the Application was not signed, and that the emergency contact listed was a family member who was also listed as a reference. JJ	PR) 05/27/2022 The CAO has completed an audit of all employee files to ensure that all information (previous experience, emergency contact, appropriate references, and required signatures) is complete. An initial review of new employee files as well as a quarterly audit of all files will be completed by CAO. OLR) Accepted 06/03/2022	5/27/2022
12VAC35-46-300. B. (7) - The records of each employee shall include: 7. Documentation of compliance with requirements of Virginia laws regarding child protective services and criminal history background investigations;	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: 1. The employee background check letter dated 2/16/22 stated Employee #1 was Eligible as long if after review of the Disclosure statement: (1) the Children's residential individual certified that the conviction was not committed within the scope of his/her employment in a direct care positions; and (2) the Children's residential Individual disclosed the conviction. *The Employee did not indicate any previous charges on the Disclosure form therefore, employee would be deemed INELIGIBLE for employment based on his failure to disclose. 2. Employee #1 started working with youth prior to both background checks being returned. DBHDS OL Memo dated March 15, 2019 Per the DSS 2019 notice to Children's Residential Facilities Children's residential facilities All safety checks are required to be completed and received prior to start date of employment. * Employee files indicates Hire date – 1/12/22: Start date with other staff – 2/16/22 (date background returned): Working alone – 3/14/22 (date the Registry returned)	PR) 05/27/2022 The DBHDS Policy shall be to complied with at all times, requiring new employees to begin working with youth only after an approved satisfactory criminal background report and satisfactory Registry report are received by RYS. The CAO will check all background/registry reports before scheduling new staff. OLR) Accepted 06/03/2022	5/27/2022

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12VAC35-46-800. A. (2) - There shall be evidence of a structured program of care designed to: 2. Provide protection, guidance, and supervision;	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: Incident reported that on 3/26/22 during a Safety Check: Employee #1 was found lethargic and appeared to be under the influence of narcotics. Employee 1 was arrested for endangerment of youth by not being in any condition to do his job It is important to note Employee 2 arrived on scene within 15 minutes and immediately terminated Employee 1. JJ	PR) 05/27/2022 The Policy of RYS to provide a structured program of care designed to ensure protection, guidance and supervision was in place with the stipulation that the overnight shift position was an 'awake' position at all times, and that RYS is a drug and alcohol free environment and that any violation would be grounds for immediate termination of employment. The employee in question and his violation of policy was an obvious 'slip through the cracks' that was dealt with immediately upon gaining knowledge of the violation of policy. In order to guard against any possible repeat of this type of violation, RYS now employs a night shift manager who randomly travels between the three houses at night, checking to ensure that all night shift workers are competent, awake and doing their job as prescribed by the job description. OLR) Accepted 06/03/2022	5/27/2022

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12VAC35-46-870. D. - There shall be at least one trained child care worker on duty and actively supervising residents at all times that one or more residents are present.	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: Incident on 3/26/22 found Employee #1 was found asleep and failed to follow internal standards for supervision. It is noted that upon discovery employee was immediately terminated. JJ	PR) 05/27/2022 The Policy of RYS to provide a structured program of care designed to ensure protection, guidance and supervision was in place with the stipulation that the overnight shift position was an 'awake' position at all times, and that RYS is a drug and alcohol free environment and that any violation would be grounds for immediate termination of employment. The employee in question and his violation of policy was an obvious 'slip through the cracks' that was dealt with immediately upon gaining knowledge of the violation of policy. In order to guard against any possible repeat of this type of violation, RYS now employs a night shift manager who randomly travels between the three houses at night, checking to ensure that all night shift workers are competent, awake and doing their job as prescribed by the job description. OLR) Accepted 06/03/2022	5/27/2022

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General Comments / Recommendations:
Please see Licensing Report and contact specialist with any questions. JJ
Corrective plan accepted, thank you for your efforts to provide quality services. JJ

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.

Jill James, Licensing Specialist	(Signature of Organization Representative)	Date

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