DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **06-07-2022**
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
12VAC35-46-280. B. - A copy of the job description shall be given to each person assigned to a position at the time of employment or assignment.	ND	Whispering Pines RYS Boys Home This regulation was NOT DETERMINED as evidenced by: An inspection was completed 6/7/22 found that job description/employee contract for employee #1 and #2 were not dated or signed by staff or supervisor, therefore this regulation could not be verified.	PR) 07/11/2022 Employee 1 and 2 have signed their job description. The office manager will ensure that all documents that require a signature are signed prior to filing. Director will double check for signatures during quarterly audits of all files. OLR) Accepted 07/25/2022	7/11/2022
12VAC35-46-360. B. (3) - Case managers shall have: 3. A baccalaureate degree and three years of professional experience working with children.	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: An inspection was completed 6/7/22. A review of staff files indicated that for employee #1 with Case Management Job description there was no resume or application or educational history to determine that employee meets these requirements.	PR) 07/11/2022 Employee 1, Case Manager has submitted the required documentation that was missing from the file at the time of inspection. Office Manager will ensure that all DBHDS document requirements are completed prior to filling employee file and allowing employee to fill the position. Director will further ensure completion of all documents being complete during quarterly file audit. OLR) Accepted 07/25/2022	7/11/2022
12VAC35-46-380. B. (3) - A child care worker and a relief child care worker shall: 3. Be a high school graduate or have a G.E.D. and have six months of experience working with children.	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: Review of staff file for employee #2 did not include any employment history to verify this regulation.	PR) 07/11/2022 Employee 2, has submitted the required documentation to verify employment history that was missing from the file at the time of inspection. Office Manager will ensure that all DBHDS document requirements are completed prior to filling employee file and allowing employee to fill the position. Director will further ensure completion of all documents being submitted and completed during quarterly file audit. OLR) Accepted 07/25/2022	7/11/2022

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12VAC35-46-750. H. (3) - There shall be documentation showing the involvement of the following parties unless clearly inappropriate, in developing and updating the individualized service plan and in developing the quarterly progress report: 3. The placing agency;	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: Plans reviewed did not include the signature of the person who developed it, or a note regarding invitation and participation with family/ guardian/placing agency.	PR) 07/11/2022 Effective immediately, all plans will clearly include the cover page of the plan that designates and identifies the parties that are invited and involved with developing the treatment plans for each resident. The Program Director or Clinical Director developing the plan with the other parties will sign each report as it is completed. OLR) Accepted 07/25/2022	7/11/2022
12VAC35-46-790. - Therapy shall be provided by an individual (i) appropriately licensed by the Department of Health Professions to provide mental health therapy or counseling; or (ii) who is eligible for licensure and working under the supervision of a licensed therapist unless exempted from these requirements under the Code of Virginia.	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: During inspection 6/7/22 there was no indication in client files reviewed that licensed therapy was occurring. A form titled Individual therapy had the names of employees #1 and #5 written on the top of the form, but no other initials or signatures. It is noted that employee #1 is not qualified or licensed to provide Therapy. While there was a form called MH Appointment, these were described as used by staff #1 holding daily psychoeducational groups. No signature was included in the progress note. The note also include a pre-filled in with employee #5 signature.	PR) 07/11/2022 Effective immediately, all mental health therapy will be clearly signed so that it is evident that the therapy IS being conducted by appropriately licensed individuals. All mental health therapy will be provided by appropriately licensed persons. OLR) Accepted 07/25/2022	7/11/2022

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12VAC35-46-810. A. (2) - The provider shall have and implement written procedures for promptly: 2. Providing or arranging for the provision of routine ongoing and follow-up medical and dental services after admission;	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: Staff did not know what to do when a Medicaid number or insurance number had not been issued yet. This led to a delay in refilling medication for Individual #1.	PR) 07/11/2022 Case Managers and lead house managers have reviewed policy to remind them that all youth who are being placed must have clear documentation providing Medicaid and/or insurance information. Admissions coordinator has been reminded that this information must be provided prior to placement. If the perspective new resident is coming out of a family situation where no health benefits have been assigned, a written document from the placing agency must be provided to RYS stating that they will cover any and all medical costs until an insurance provider is identified. OLR) Accepted 07/25/2022	7/11/2022
12VAC35-46-850. G. (6) - A medication administration record shall be maintained of all medicines received by each resident and shall include: 6. Identity of the individual who administered the medication;	N	Whispering Pines RYS Boys Home This regulation was NOT MET as evidenced by: During inspection of Individual #3 MAR record it was observed there was no documentation of medication administered for 6/6/22.	PR) 07/11/2022 A review of medication administration policy and procedures has been conducted to remind all staff of the necessity to know and use the codes for when a child is off premises, refuses medication or any other situation, rather than leaving a blank space on the MAR. The MAR has been corrected. House manager will do a daily check to ensure that all MARs are properly and accurately completed. OLR) Accepted 07/25/2022	7/7/2022

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General Comments / Recommendations:
Recommendation: Please submit fire; water, sanitation and health inspections once these authorities are scheduling inspections. It is understood that inspections have been delayed during the covid19 pandemic. 12VAC35-46-420. Buildings, inspections and building plans

Technical assistance given is below. These items were discussed with staff and will be reviewed during future inspections.
STAFF FILES:
1.When using a Human Right test, these should include the evaluated/graded copy and signed and dated by staff/supervisor.
CLIENT FILES
2. PRN medication orders should be written specifically to describe behaviors/conditions seen that would indicate the use; what else should be tried (if behavioral); what to do if not effective; and limits to use. For example no more than 1 pill/5 mg. every 6 hours. Details should be included in the treatment plan along with other interventions if these apply.
3. Discontinued orders should be retained in medical record and documented on MARS.
4. Medical appointment forms should include staff signature of who attended.
PHYSICAL PLANT
5. Homes should have on hand a minimum of 3 days' supply per person of water and food per provider's emergency plan. This was recommended during previous inspections.
6. Housekeeping/maintenance: It is recommended that a physical plant checklist be used to monitor water temperature, air filters, and conditions in the home. While there is a shift checklist, it does not include documentation that shows the facility conditions are inspected regularly.
7. Provider must follow policy for standard precautions and address communicable and contagious medical conditions. It was observed there were no places to hang wet bath towels to dry and that wet washcloths were piled together in the shower, which could lead to infections.

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