DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **06-13-2025**
Program Type/Facility Name: **14-008 Belvedere Drive**

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	Belvedere Drive This regulation was NOT MET as evidenced by: See OHR citation below.		6/15/2025

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12VAC35-115-230. A. (2) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 2. The director of a service licensed or funded by the department shall report each allegation of abuse or neglect via the department's web-based reporting application within 24 hours of receipt of the allegation (see 12VAC35-115-175).	N	Belvedere Drive This regulation was NOT MET as evidenced by: The advocate reviewed the provider's internal investigation report and CHRIS Abuse record 20250002 and identified the following: • Employee 2 was called the evening of May 22, 2025, and notified of the incident and Individual 1's allegation of physical abuse against Employee 1. • While preparing to review the situation the next morning, another staff reported that Individual 1 had recanted the allegation and reported that Individual 1 was just angry with Employee 1. • Employee 2 entered the allegation into the web-based reporting application on May 28, 2025, following the instruction of the Regional Advocate. • While it is understood that Individual 1 recanted the allegation the next day, this regulation requires the reporting of each allegation of abuse or neglect within 24 hours or receipt of the allegation. The withdrawal of the allegation can then be included in the provider's findings.	PR) 06/15/2025 Director and all staff have reviewed the policy of reporting any and all allegations of abuse or neglect, even when the child recants their allegation, in order for all reports to be put into the CHRIS system and filed in a timely manner. Director and an additional Bd member also completed the Investigation training to become more knowledgeable of the Regulations for Reporting Abuse and Neglect. OHR/OLR) Accepted 06/17/2025	6/15/2025

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12VAC35-115-60. B. (2) - The provider's duties. 2. Providers shall ensure that all services, including medical services and treatment, are at all times delivered in accordance with sound therapeutic practice. Providers may deny or limit an individual's access to services if sound therapeutic practice requires limiting the service to individuals of the same sex or similar age, disability, or legal status.	N	Belvedere Drive This regulation was NOT MET as evidenced by: The advocate reviewed the provider's internal investigation report and CHRIS Abuse record 20250002 and identified the following: • Individual 1 refused to hand over electronic devices to Employee 1 when it was time to discontinue their use. • Rather than wait for Individual 1 to hand them over, Employee 1 reached around Individual 1 and grabbed one of the electronic devices out of Individual 1's hand. • This caused Individual 1 to have a behavioral escalation. • Grabbing an item out of Individual 1's hand is not a sound, therapeutic intervention for non-compliance.	PR) 06/15/2025 Following the incident of staff taking an item away from a resident, all staff briefly reviewed the standard, policies and procedures for Safe Crisis Management of handling resistant youth. A formal class is also being held on June 24, 25 and 26 which a majority of staff will be attending for a full retraining. Staff will not remove any item from a child's person in any way, but will instead talk therapeutically with said child to encourage child to make good choices, and then wait for child to deliver the item or find an alternate method of obtaining the item when child is not using it, and then following policy and procedure of Gateway with natural consequences. OHR/OLR) Accepted 06/17/2025	6/15/2025

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.

Cassie Purtlebaugh, Human Rights | (Signature of Organization Representative) | Date

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