DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1746-14-009**
Organization Name: **Gateway Counseling Center**

Date of Inspection: **03-17-2023**
Program Type/Facility Name: **14-009 Hope Road**

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	Hope Road This regulation was NOT MET as evidenced by: See OHR citation below.		3/17/2023
12VAC35-115-110. C. (13a) - The provider's duties. 13. Providers may use seclusion or mechanical restraint for behavioral purposes in an emergency only if a qualified professional involved in providing services to the individual has, within one hour of the initiation of the procedure: 13a. Conducted a face-to-face assessment of the individual placed in seclusion or	N	Hope Road This regulation was NOT MET as evidenced by: • During a site visit by the advocate on 3/16/23, the provider was unable to provide documentation that Individual 1 received a face-to-face assessment prior to imposing the seclusion.	PR) 03/17/2023 Provider (Clinical Director) has printed and reviewed the requirements for doing face-to - face assessments prior to imposing seclusion to a resident. Clinical Director will also ensure that all staff are aware of the requirements and will review the Human Rights regulations with staff and ensure that a complete assessment is conducted and properly documented prior to any type of seclusion. OHR/OLR) Accepted 03/20/2023	3/17/2023

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mechanical restraint and documented that alternatives to the proposed use of seclusion or mechanical restraint have not been successful in changing the behavior or were not attempted, taking into account the individual's medical and mental condition, behavior, preferences, nursing and medication needs, and ability to function independently;				

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12VAC35-115-110. C. (13d) - The provider's duties. 13. Providers may use seclusion or mechanical restraint for behavioral purposes in an emergency only if a qualified professional involved in providing services to the individual has, within one hour of the initiation of the procedure: 13d. Documented in the individual's services record the behavioral criteria that the individual must meet for release from seclusion or mechanical restraint;	N	Hope Road This regulation was NOT MET as evidenced by: • During a site visit by the advocate on 3/16/23, the provider was unable to provide documentation of the behavioral criteria that the individual must meet for release from the seclusion.	PR) 03/17/2023 Provider (Clinical Director) has printed and reviewed the requirements for documenting the behaviors that were occurring that met criteria for seclusion; and the required criteria for being released from seclusion. Clinical Director will also ensure that all staff are aware of the requirements for proper documentation of behaviors, and ensure that all staff are educated to what the criteria is for recommending seclusion for safety reasons. Human Rights regulations will be reviewed with all staff to ensure compliance. OHR/OLR) Accepted 03/20/2023	3/17/2023

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12VAC35-115-110. C. (14) - The provider's duties. 14. Providers shall limit each approval for restraint for behavioral purposes or seclusion to four hours for individuals age 18 and older, two hours for children and adolescents ages nine through 17, and one hour for children under age nine.	N	Hope Road This regulation was NOT MET as evidenced by: • During a site visit by the advocate on 3/16/23, the provider was unable to provide documentation that the approval for the seclusion was limited to two hours for Individual 1, who is between the ages nine through 17.	PR) 03/17/2023 Provider (Clinical Director) has printed and reviewed the requirements for using seclusion to maintain safety. Clinical Director is aware that there are time limits (two hours for individuals that fall into the age range that we serve (14 - 17) and will also ensure that all staff are aware of the requirements and will review the Human Rights regulations with staff and ensure that the approval for seclusion does not exceed the two-hour limit. Clinical Director will ensure that the proper documentation occurs in order to support the actions. OHR/OLR) Accepted 03/20/2023	3/17/2023

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