DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **07-07-2026**
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.		

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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	Hope Road This regulation was NOT MET as evidenced by: Providers shall ensure that all services, including medical services and treatment, are at all times delivered in accordance with sound therapeutic practice. Provider's internal investigation revealed the following: • Individual #1 became escalated, yelling/screaming and threatening to leave the group home. • Employee #1 attempted to re-direct Individual #1. • Individual #1 approached the front door and reportedly stated "I'm leaving…what are you going to do about it." • Employee #1 reported that Employee #1 responded to Individual #1 by stating "This is not a locked facility, you can leave if you want." • Individual #1 reported to Entity #1 and provider that Employee #1 stated to Individual #1 "there's the door, go ahead and leave." • Provider determined Employee #1 "did not operate in a therapeutic manner providing support to [Individual #1] and helping [Individual #1] to make good/safe decisions." Employee #1 failed to ensure that all services are at all times delivered in accordance with sound therapeutic practice and therefore is a violation of 12VAC35-115-60(B)(2).	PR) 07/23/2026 Provider will ensure that all services including medical services and treatment needs are promptly delivered at all times. When it comes to the attention of Director that a staff has failed to fulfill that regulation, Director will ensure that appropriate action is taken to prevent further lapse of care. Director will further ensure that the staff responsible is held accountable for a full review of expectations for delivering a healthy, therapeutic program, delivering all services and needs in a therapeutic manner at all times by additional training/support and disciplinary action when needed. Employee #1 completed a full review of the Safe Crisis Management Program, was temporarily restricted to working at only the boys home (which reduced her hours) and was provided additional support and disciplinary action by Director. OHR/OLR) Accepted 07/24/2026	5/15/2026

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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.

Heather Hilleary, Human Rights	(Signature of Organization Representative)	Date

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