License #: **1906-14-008**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **11-01-2024**
Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-280. A. (1) - There shall be a written job description for each position that, at a minimum, includes the: 1. Job title;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was determined that Employee #1's personnel file did not contain a job description. Therefore, there was no job title to review. Please address how the provider will ensure all employee files will contain a job description for all positions held since date of hire. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include the job title in the *Job Description* forms provided in Employee #1 personnel file reviewed by Licensing Specialist on 11/1/24. This error occurred as a result of the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1).** *Job Description* forms have been updated to include the job titles **(see attachment #2)**.	1/1/2025

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			A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the updated *Job Description* forms are signed and updated to reflect the job title of each staff. OLR) Accepted 12/16/2024	
12VAC35-46-280. A. (2) - There shall be a written job description for each position that, at a minimum, includes the: 2. Duties and responsibilities of the incumbent;	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #1's personnel file did not contain a job description. Therefore, there were no duties and responsibilities to review. Please address how the provider will ensure all employee files will contain a job description for all positions held since date of hire.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include written job description to include the duties and responsibilities of the employee in the *Job Description* forms provided in Employee #1's file reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews.	1/1/2025

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			Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. Employees will complete a job application with written references provided. The *Employee File Checklist* will include The Patches Group, LLC Application for employment during reviews. *Job Description* forms have been updated to include a written job description with duties and responsibilities of the employee **(see Attachment #2)**. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the updated *Job Description* forms are signed and updated to reflect the written job description to include the duties and responsibilities of each employee. OLR) Accepted 12/16/2024	
12VAC35-46-280. A. (3) - There shall be a written job description for each position that, at a minimum, includes the: 3. Job title of the immediate supervisor;	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #1's personnel file did not contain a job description. Therefore, the job title of the immediate supervisor was not available to review. Please address how the provider will ensure all employee files will contain a job description for all positions held since date of hire.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include the job description along with the immediate supervisor in the *Job Description* forms provided in Employee #1 personnel file reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. A written description for each position including "job title of the immediate supervisor" on the *Job Description* form shall be included on the *Employee File Checklist*. *Job Description* forms have been updated to include job titles of the immediate supervisor **(see Attachment #2)**. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the *Job Description Form* **(see attachment)** describes each position and includes the job title of the immediate supervisor. OLR) Accepted 12/16/2024	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-280. A. (4) - There shall be a written job description for each position that, at a minimum, includes the: 4. Minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the job.	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #1's personnel file did not contain a job description. Therefore, there were no minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the job to review. Please address how the provider will ensure all employee files will contain a job description for all positions held since date of hire.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include a record for Employee's #1 job description including minimum education, experience, knowledge, skills, and abilities required for entry-level performance in the *Job Description* forms provided in Employee #1 personnel file reviewed by Licensing Specialist on 11/1/24. This error occurred due to the provider failing to include the documentation in the employee's personnel file. This error also occurred due to the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position is becoming vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as Zip Recruiter and Indeed to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the Quality Assurance Binder. The Quality Assurance Manager vacancy shall not remain past (45) calendar days. In the event the vacancy has not be filled within 45 days of vacancy the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File*	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Checklist to be used during audits and file reviews **(see attachment #1)**. A written description for each shall be provided on the *Job Description Form* **(see attachment #2)** will include "minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the position" shall be included on the *Employee File Checklist* for weekly review. *Job Description* forms have been updated to include job titles of the immediate supervisor **(see Attachment #2)**. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the *Job Description Form* **(see attachment #2)** will include "minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the position" are provided and included in the employee's personnel file. OLR) Accepted 12/16/2024	
12VAC35-46-300. B. (1) - The records of each employee shall include: 1. A completed employment application form or other written material providing the individual's name, address, phone number, and social security number or other unique identifier;	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #2's personnel file did not contain a completed employment application. Please address how the provider will ensure all employees files contain a completed job application.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include the employment application with demographics in Employee's 2 personnel file. This error also occurred due to the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position is becoming vacant, recruitment shall take place no	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			later than 24-hours of notice. The agency will use online tools such as Zip Recruiter and Indeed to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the Quality Assurance Binder. The Quality Assurance Manager vacancy shall not remain past (45) calendar days. In the event the vacancy has not be filled within 45 days of vacancy the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. The "employment application including demographics" shall be included in the *Employee's personnel file.* A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the employment application including demographics" are provided and included in the Employee's personnel file. OLR) Accepted 12/16/2024	
12VAC35-46-300. B. (3) - The records of each employee shall include: 3. Written references or notations of oral references;	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that	PR) 12/06/2024 Provider The Patches Group (TPG) did not include written references or notation of oral references in Employee #1 and Employee #2's personnel files. This error occurred as a result of	1/1/2025

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		Employees #1 and 2's personnel file did not contain written references or notation of oral references. Please address how the provider will ensure all employees file will contain written references or notation of oral references.	the provider failing to implement an effective onboarding and orientation process to obtain, document, and place into the employees' personnel files. This error also occurred due to the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position is becoming vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as Zip Recruiter and Indeed to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the Quality Assurance Binder. The Quality Assurance Manager vacancy shall not remain past (45) calendar days. In the event the vacancy has not be filled within 45 days of vacancy the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. The "written references or notation of oral references" shall be included in the Employee's personnel file. *Job Description* forms have been updated to include job titles of the immediate supervisor **(see Attachment #2)**.	

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			A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the "written references or notations of oral references" are provided and included in the employee's personnel file. OLR) Accepted 12/16/2024	
12VAC35-46-300. B. (5) - The records of each employee shall include: 5. Annual performance evaluations;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was determined that Employee #1's personnel file did not contain any annual performance evaluations. Please address how the provider will ensure all employees receive an annual performance evaluation and how it will be maintained in the personnel files. This regulation is considered Non Compliant Systemic due to the provider being cited previously during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include annual performance evaluations in Employee #1's personnel file. This error occurred as a result of the provider failing to implement an effective process to complete, document, and place into the *Employees' personnel files*. This error also occurred due to the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position is becoming vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as Zip Recruiter and Indeed to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the Quality Assurance Binder. The Quality Assurance Manager vacancy shall not	1/1/2025

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			remain past (45) calendar days. In the event the vacancy has not be filled within 45 days of vacancy the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. The "employees' annual performance evaluations" shall be included in the *Employee's personnel file.* A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the employees'" annual performance evaluations" are completed and included in the employee's personnel file. OLR) Accepted 12/16/2024	
12VAC35-46-300. B. (6) - The records of each employee shall include: 6. Date of employment for each position held and separation;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was determined that Employee #1's file did not contain the date of employment for the position currently held. Please address how the provider will ensure all employees files contain dates of employment for each position held. This regulation is considered Non Compliant Systemic due to the provider previously being cited during the 2023	PR) 12/06/2024 Provider The Patches Group (TPG) did not include the date of each job position held and separation in Employee #1's personnel file. This error occurred as a result of the provider failing to implement an effective process to complete, document, and place into the *Employees' personnel files*. This error also occurred due to the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance	1/1/2025

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		inspection.	Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position is becoming vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as Zip Recruiter and Indeed to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the Quality Assurance Binder. The Quality Assurance Manager vacancy shall not remain past (45) calendar days. In the event the vacancy has not be filled within 45 days of vacancy the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. The "date of each job position held and separation" shall be documented and included in the Employee's personnel file. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the "date of each job position held and separation" are documented and included in the employee's personnel file. OLR) Accepted 12/16/2024	
12VAC35-46-300. B.	N	Grant Avenue	PR) 12/06/2024	1/1/2025

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(9) - The records of each employee shall include: 9. Documentation of all training required by these regulations and any other training received by individual staff;		This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that employee #1's personnel file did not contain documentation of all trainings required by regulation. Please address how the provider will ensure all trainings are documented and maintained in each individuals personnel file.	Provider The Patches Group (TPG) did not include evidence of completion of "required regulation" training in Employee #1's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be	

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			included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training required by these regulations. OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (1) - Required initial training: 1. Within seven days following their begin date, each staff member responsible for supervision of children shall receive basic orientation to the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint.	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was determined that Employee #2 did not complete behavior intervention training until 2023 which is outside of their start date of 11/1/22. Employee #1's file also contained a certificate from September 2023, but it is unable to be determined if this fell within seven days of their hire date as the hire date was not noted on the file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of a completed an orientation training addressing "the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint" in Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist	1/1/2025

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			with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Handle with Care have been completed during *Employee Orientation* and within (7) days of new hires as well as annually for existing staff and has been recorded to include documentation of training in "the facility's behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeout, and physical restraint" .	

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			OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (2a) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2a. Alerting emergency personnel and sounding alarms;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Emergency Preparedness training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Emergency Preparedness and how all files will contain documentation of such trainings. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an	1/1/2025

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			Employee Orientation **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the Emergency Preparedness training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of completion and alerting emergency personnel and sounding alarms. OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (2b) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind,	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Emergency Preparedness training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Emergency Preparedness and how all files will contain documentation of such trainings.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
nonambulatory);		This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the Emergency Preparedness training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of residents with special needs (ie deaf, blind, non-ambulatory).	

License #: **1906-14-008**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **11-01-2024**
Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (2c) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2c. Using, maintaining, and operating emergency equipment;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Emergency Preparedness training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Emergency Preparedness and how all files will contain documentation of such trainings. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an	1/1/2025

License #: **1906-14-008**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **11-01-2024**
Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Employee Orientation **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the Emergency Preparedness training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training addressing using, maintaining and operating emergency equipment. OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (2d) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2d. Accessing emergency information for residents including medical information;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Emergency Preparedness training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Emergency Preparedness and how all files will contain documentation of such trainings.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24".This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no	1/1/2025

License #: **1906-14-008**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **11-01-2024**
Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
		This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #2)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #3)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the Emergency Preparedness training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training addressing "assessing emergency information for residents	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			including medical information". OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (2e) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2e. Utilizing community support services.	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Emergency Preparedness training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Emergency Preparedness and how all files will contain documentation of such trainings. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment**	1/1/2025

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Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			#1). This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Emergency Preparedness training has been completed within (7) days of new hires as well as annually for existing staff to include documentation addressing "utilizing community support services" and has been recorded using the *Employee File Checklist*. OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3a. The objectives of the facility;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed Objectives and philosophy training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on Objectives and philosophy and how all files will contain documentation of such trainings.	PR) 12/06/2024 Provider The Patches Group (TPG) did include a record of required training related to "objectives of the facility" within the (14) days hire in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no	1/1/2025

License #: **1906-14-008**
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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
		This regulation is considered Non Compliant Systemic due to the provider previously cited during the 2023 inspection.	later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training addressing "the objectives of the facility".	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (3b) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3b. Practices of confidentiality;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed practices of confidentiality training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on practices of confidentiality and how all files will contain documentation of such trainings. This regulation is considered Non Compliant Systemic due to the provider previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did include a record of required training related to "practices in confidentiality" within the (14) days hire in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Employee Orientation **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training addressing "practices in confidentiality" OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3c. The decision-making plan;	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed The decision-making plan training within 14 days of hire as there was no documentation in the files showing the training was completed. Please address how the provider will ensure all employees are trained within 14 days of hire on the decision-making plan and how all files will contain documentation of such trainings.	PR) 12/06/2024 Provider The Patches Group (TPG) did include a record of required training related to "the decision-making plan" within the (14) days hire in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24. This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (14) days of new hires as well as annually for existing staff and has been recorded to include documentation of training addressing "the decision-making plan".	

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			OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (4) - Required initial training: 4. Within 30 days following their begin date, all staff working with residents shall be enrolled in a standard first aid class and in a cardiopulmonary resuscitation class facilitated by the American Red Cross or other recognized authority, unless the individual is currently certified in first aid and cardiopulmonary resuscitation.	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 unknown hire date and #2 11/1/22 hire date completed CPR/First aid within 30 days of hire as their certificates are dated for September 2023. Please address how the provider will ensure all employees are trained within 30 days of hire on CPR/First aid and how all files will contain documentation of such trainings. This regulation is considered Non Compliant Systemic due to the provider previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completed CPR and First within (30) days of hire in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and */ndeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used	1/1/2025

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			during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that CPR and First Aid training has been completed during *Employee Orientation* and within (30) days of new hires and current for existing staff and has been recorded using the *Employee File Checklist.* OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (5) - Required initial training: 5. Within 30 days following their begin date, all staff working with residents shall be trained in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #1's file did not contain proof of the child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention trainings. Employee #2's file only contained proof of mandated reported training. Please address how the provider will ensure all employees receive the following trainings within 30 days of hire: child abuse and neglect, mandatory reporting, maintaining	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "annal child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention" in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the	1/1/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
		appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that "child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and	

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			suicide prevention" training has been completed during *Employee Orientation* and within (7) days of new hires as well as annually for existing staff and has been recorded using the *Employee File Checklist.* OLR) Accepted 12/16/2024	
12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Grant Avenue This regulation was NOT MET as evidenced by: During the course of this inspection, it was determined that Employee #1's and #2's files did not contain proof of standard precautions training. Please address how the provider will ensure all employees receive standard precautions training within 30 days of hire.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "standard precaution" training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role	1/1/2025

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			of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (30) days of new hires as well as annually for existing staff and has been recorded to include documentation of training in "standard precaution" training. OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (1a) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection it was unable to be determined if Employees #1 and #2 completed annual refresher training in emergency preparedness as there was	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a	1/1/2025

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Program Type/Facility Name: **14-008 Grant Avenue**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
preparedness and response training that shall include: 1a. Alerting emergency personnel and sounding alarms;		no documentation showing it was completed. Please address how the provider will ensure all employees receive annual refresher training in emergency preparedness and how documentation will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Director will be responsible for performing weekly personnel file reviews to ensure that the Emergency Preparedness training has been completed within (7) days of new hires as well as annually to include documentation addressing "alerting emergency personnel and sounding alarms" for existing staff and has been recorded using the *Employee File Checklist*. OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (1b) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection it was unable to be determined if Employees #1 and #2 completed annual refresher training in emergency preparedness as there was no documentation showing it was completed. Please address how the provider will ensure all employees receive annual refresher training in emergency preparedness and how documentation will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the	1/1/2025

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			event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Emergency Preparedness training has been completed within (7) days of new hires as well as annually to include documentation addressing "evacuation of residents with special needs (i.e., deaf, blind, non-ambulatory)" for existing staff and has been recorded using the *Employee File Checklist*. OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (1c) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection it was unable to be	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error	1/1/2025

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complete an annual refresher emergency preparedness and response training that shall include: 1c. Using, maintaining, and operating emergency equipment;		determined if Employees #1 and #2 completed annual refresher training in emergency preparedness as there was no documentation showing it was completed. Please address how the provider will ensure all employees receive annual refresher training in emergency preparedness and how documentation will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed.	

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			A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Emergency Preparedness training has been completed within (7) days of new hires as well as annually to include documentation addressing "using, maintaining, and operating emergency equipment" for existing staff and has been recorded using the *Employee File Checklist*. OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (1d) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1d. Accessing emergency information for residents including medical information;	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection it was unable to be determined if Employees #1 and #2 completed annual refresher training in emergency preparedness as there was no documentation showing it was completed. Please address how the provider will ensure all employees receive annual refresher training in emergency preparedness and how documentation will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of Emergency Preparedness training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and	1/1/2025

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			kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Emergency Preparedness training has been completed within (7) days of new hires as well as annually to include documentation addressing "accessing emergency information for residents including medical information" for existing staff and has been recorded using the *Employee File Checklist*. OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (2) - Required annual retraining: 2. All staff who administer	N	Grant Avenue This regulation was NOT MET as evidenced by:	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "annual	1/1/2025

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medication shall complete annual refresher medication training.		During the course of this inspection, it was unable to be determined if Employees #1 and #2 received annual medication administration refresher training as there was no documentation in the files. Please address how the provider will ensure all employees receive annual refresher training for medication administration and how proof of completion will be maintained in each employees file.	medication administration." training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when	

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			each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the "medication administration" training has been completed within (30) days of new hires as well as annually for existing staff and has been recorded using the *Employee File Checklist.* OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (3) - Required annual retraining: 3. All child care staff shall receive annual retraining on the provider's behavior supports and timeout policies and procedures.	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 and #2 received annual behavior intervention training as there was no documentation in the files. Please address how the provider will ensure all employees receive annual refresher training for behavior intervention and how proof of completion will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "annual behavior intervention" training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not	1/1/2025

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			remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the Handle with Care "behavior intervention" training has been completed during *Employee Orientation* and within (7) days of new hires as well as annually for existing staff and has been recorded using the *Employee File Checklist.* OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (4) - Required annual retraining: 4. All staff working with residents shall receive annual retraining in child abuse and neglect, mandatory reporting, maintaining	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 and #2 received annual	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "annal child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention" in neither	1/1/2025

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appropriate professional relationships, and interaction among staff and residents, and suicide prevention.		behavior intervention training as there was no documentation in the files. Please address how the provider will ensure all employees receive annual refresher training for behavior intervention and how proof of completion will be maintained in each employees file.	Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled. These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed.	

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			A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that "child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention" training has been completed during *Employee Orientation* and within (7) days of new hires as well as annually for existing staff and has been recorded using the *Employee File Checklist.* OLR) Accepted 12/16/2024	
12VAC35-46-310. B. (5) - Required annual retraining: 5. All staff shall receive annual retraining on the provider's policies and procedures regarding standard precautions.	NS	Grant Avenue This regulation was NOT MET (SYSTEMIC) as evidenced by: During the course of this inspection, it was unable to be determined if Employees #1 and #2 received standard precaution training as there was no documentation in the files. Please address how the provider will ensure all employees receive annual refresher training for standard precautions and how proof of completion will be maintained in each employees file. This regulation is considered Non Compliant Systemic due to the provider being previously cited during the 2023 inspection.	PR) 12/06/2024 Provider The Patches Group (TPG) did not include evidence of completion of "standard precaution" training in neither Employee #1 nor Employee #2's personnel files reviewed by Licensing Specialist on 11/1/24". This error occurred as a result the agency failing to fill Quality Assurance Manager vacancies in a timely manner leading to the agency's failure to adhere to established policies related to employee file audits and reviews. Corrective action taken place will include TPG addressing Quality Assurance Manager vacancies in the following manner: Once notice is provided that the Quality Assurance Manager position has become vacant, recruitment shall take place no later than 24-hours of notice. The agency will use online tools such as *Zip Recruiter.com* and *Indeed.com* to actively assist with identifying potential candidates for the position. The Executive Director shall schedule a minimum of (2) interviews a week until the position is filled.	1/1/2025

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			These efforts shall be recorded, documented and kept in the **Quality Assurance Binder**. The Quality Assurance Manager vacancy shall not remain open past (45) calendar days. In the event the vacancy has not been filled within (45) days, the Executive Director will assume the role of Quality Assurance Manager and utilize Child Care staff to assist in File Reviews. Additionally, Executive Director shall notify DBHDS licensing specialist of failure to fill vacancy. Corrective action taken place will also include updating the current *Employee File Checklist* to be used during audits and file reviews **(see attachment #1)**. This issue will be rectified by completing an *Employee Orientation* **(see attachment #4)** once every quarter per calendar year in January, March, September and December. The attached *TPG Training Log* **(see attachment #5)** will be included in each personnel file outlining the employee's name, title of the training, and when each training was completed. A Quality Assurance Manager or Executive Director will be responsible for performing weekly personnel file reviews to ensure that the required training has been completed during *Employee Orientation* and within (30) days of new hires as well as annually for existing staff and has been recorded to include documentation of training in "standard precaution" training. OLR) Accepted 12/16/2024	

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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.

Darragh Walker, Licensing Specialist	(Signature of Organization Representative)	Date

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