

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **1906-14-009**

Organization Name: **The Patches Group, LLC**

Date of Inspection: **07-10-2024**

Program Type/Facility Name: **14-009 Garfield**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Garfield This regulation was NOT MET as evidenced by: See OHR citations below.		7/31/2024

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Garfield This regulation was NOT MET as evidenced by: "Exploitation" means the misuse or misappropriation of the individual's assets, goods, or property. Exploitation also includes the use of a position of authority to extract personal gain from an individual. Upon review CHRIS entry A- 20240001; the provider's investigation includes staff admission and eyewitness statements which revealed that Individual #1 reported that Employee #1 encouraged them to steal with the promise of payment for completed action. Based on the investigative findings of the provider, there is a preponderance of evidence to support the provider's substantiated finding of exploitation	PR) 08/07/2024 1. The issue that led to non-compliance of this regulation is related to continued defiance and failure to adhere to The Patches Group personnel policy related to standards of conduct and failure to be receptive to continued counseling by the childcare staff member Employee #1. As a result, the continued employment of the childcare staff member Employee #1 led to the resident being put at risk. 2. The Executive Director will continue to enforce current policy and terminate the employment of any child care staff that places a resident at risk due to noncompliance of policies and procedures. Employee #1 resigned on 6/21/2024. 3. The Executive Director will monitor compliance through weekly supervision of childcare staff. 4. This protocol will be implemented by 7/31/2024. OHR/OLR) Accepted 08/12/2024	7/31/2024

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12VAC35-115-60. B. (2) - The provider's duties. 2. Providers shall ensure that all services, including medical services and treatment, are at all times delivered in accordance with sound therapeutic practice. Providers may deny or limit an individual's access to services if sound therapeutic practice requires limiting the service to individuals of the same sex or similar age, disability, or legal status.	N	Garfield This regulation was NOT MET as evidenced by: Upon review CHRIS entry A- 20240001 ; the provider's investigation includes staff admission and eyewitness statements which revealed that Employee #1 did not provide services of sound and therapeutic practice. Employee #1 did not follow the policy and protocols; Standard of Conduct the guidelines of the agency.	PR) 08/07/2024 1. The issue that led to non-compliance of this regulation is related to continued defiance and failure to adhere to The Patches Group personnel policy related to standards of conduct and failure to be receptive to continued counseling by the childcare staff member Employee #1. As a result, the continued employment of the childcare staff member Employee #1 led to the resident being put at risk. 2. The Executive Director will continue to enforce current policy and terminate the employment of any child care staff that places a resident at risk due to noncompliance of policies and procedures. Employee #1 resigned on 6/21/2024. 3. The Executive Director will monitor compliance through weekly supervision of childcare staff. 4. This protocol will be implemented by 7/31/2024. OHR/OLR) Accepted 08/12/2024	7/31/2024

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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.				
_____ Latoya Wilborne, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				