DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1906-14-009**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **08-15-2025**
Program Type/Facility Name: **14-009 Garfield**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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.		

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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: "Neglect means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care of goods, or services necessary to the health, safety, or wellness of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse.". Upon review CHRIS entry **A# 20250002, 20250003, and 20230005;** the provider's investigation includes staff admission and eyewitness statements which revealed that Employee#1 did not redirect Individual #2 to leave Individual #1's room prior to the physical altercation occurring. Individual #3 attempted to intervene and remove Individual #2 from the Individual#1's room. Based on the investigative findings of the provider, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 08/29/2025 Provider The Patches Group (TPG) did not meet this regulation due to Employee #1 not intervening with individual #2 by redirecting him to avoid entering individual #1's room while he was having an outburst. This led to a physical altercation to ensue between individual #1 and individual #2. Employee #1 did not intervene appropriately with Individual #3 as well, preventing him from involving himself in the incident that was the ultimately responsibility of the staff to address. This incident occurred due to Individual #1 attempting to receive assistance over the phone from another staff member, while the behaviors were escalating amongst the residents involved. To remedy this the provider The Patches Group (TPG) provided a Handle with Care refresher and de-escalation training for Employee #1 on July 5, 2025 the day after the incident. Additional in person training addressing *Trauma Informed Care* will be provided to all staff on September 15, 2025, and September 16, 2025, conducted by Phillip Riddick, LCSW DSW as well as Executive Director Christopher Phillips, BA QMHP-C. OHR/OLR) Accepted 09/16/2025	09/16/2025 00:00:00

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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