DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **02-04-2026**
Program Type/Facility Name: **14-009 Garfield**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Garfield This regulation was NOT MET as evidenced by: See OHR citations below.		
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# 20250009; the provider's investigation includes staff admission and eyewitness statements which revealed that Employee#1 did not follow protocol or policy resulting in Individual #1 eloping from the facility. Based on the investigative findings of the provider, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 03/24/2026 In reference to CHRIS entry A# 20250009, provider The Patches Group (TPG) employee #1 did not follow protocol or policy resulting in Individual #1 eloping from the facility. Based on the investigative findings of the provider, there is a preponderance of evidence to support the provider's substantiated finding of neglect. Moving Forward the Patches Group Staff will use the updated TPG Policy: Resident Rights, Dignity, and Protection From Harm in aligned with the 12VAC35-46-70 and 12VAC35-115-50 (B). Training will be conducted during orientation, annually, and as needed when policies or regulations change. **Attach: Updated TPG Policy: Resident Rights, Dignity, and Protection From Harm**	3/24/2026

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			Moving Forward the Patches Group Staff will use the updated TPG Policy: Resident Rights, Dignity, and Protection From Harm in aligned with the 12VAC35-46-70 and 12VAC35-115-50 (B). Staff will also be trained on The Patches Group Code of Conduct. Training will be conducted during orientation, annually, and as needed when policies or regulations change. **Attach: The Patches Group Staff Code Of Conduct** **A Quality Assurance Manager or Executive Director will be responsible for performing monthly personnel file reviews to ensure that the Human Rights training has been completed at minimum within a 12-month period and signed by each employee.** OHR/OLR) Accepted 04/01/2026	

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