

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

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License #: **2172-14-001**

Organization Name: **Kempsville Center for Behavioral Health**

Date of Inspection: **02-03-2026**

Program Type/Facility Name: **14-001 The Kempsville Center for B.H.**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-70. - 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	The Kempsville Center for B.H. This regulation was NOT MET as evidenced by: See OHR citations below.		
12VAC35-115-50. A. - Each individual has a right to exercise his legal, civil, and human rights, including constitutional rights, statutory rights, and the rights contained in this chapter, except as specifically limited in this chapter or otherwise by law. Each individual has a right to have services that he receives respond to his needs and preferences and be person-centered. Each individual also	N	The Kempsville Center for B.H. This regulation was NOT MET as evidenced by: Employee #1 attempted to get individual #1 to start altercation with another peer.	PR) 03/26/2026 PR) By submitting this Plan of Correction, the Hospital does not agree that the facts alleged are true or admit that it violated the rules. The Hospital submits this Plan of Correction to document the actions it has taken to address the citations and the allegations of deficiencies with respect to compliance. The actions displayed by Employee #1 are not tolerated by Kempsville Center for Behavioral Health and are not representative of our mission, vision, values, or usual provision of services. Kempsville Leadership took immediate action to investigate and address the staff involved which resulted in the staff member being placed on administrative leave on 11/25/25 and the employment relationship ending on 12/4/25 via termination.	3/24/2026

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has the right to be protected, respected, and supported in exercising these rights. Providers shall not partially or totally take away or limit these rights solely because an individual has a mental health or substance use disorder or an intellectual disability and is receiving services for these conditions or has any physical or sensory condition that may pose a barrier to communication or mobility.			All staff are trained in behavior management including verbal de-escalation at New Employee Orientation and twice annually thereafter. Behavior Management training is tracked through the HR Department, and noncompliance with training continues to be reported to Leadership for immediate action. Training compliance rates are reported monthly by the HR Director to Quality Council. The facility Director of Risk Management and other members of Leadership review 100% of patient events involving complaints/allegations for compliance with facility policies/procedures. Any findings are addressed directly with staff involved via training or corrective actions including and up to termination. The Director of Risk Management will review patient event data including actions to address staff noncompliance monthly in Quality Council. Kempsville Center for Behavioral Health continues to be committed to the highest quality behavioral healthcare. OHR/OLR) Accepted 04/08/2026	

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General Comments / Recommendations:				
I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.				
_____ Latoya Wilborne, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				