DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **2240-14-010**
Organization Name: **Center for Discovery**

Date of Inspection: **07-27-2023**
Program Type/Facility Name: **14-010 Burke Lake Road**

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	Burke Lake Road This regulation was NOT MET as evidenced by: See OHR citation 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	Burke Lake Road 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, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. • By a preponderance of evidence including eyewitness statements, staff admissions, failure to follow Behavior/ Management plan, failure to follow policy, and witness credibility, the provider has substantiated A#20230001 and A#20230002. • Employee #1 shared personal drugs with Individual #1.	PR) 08/18/2023 1. Employee involved in this case was terminated. 2. All employees at the facility were required to repeat read/verify and competency test on existing Virginia specific policies: • VA-012 The CONNECT Provider Portal DBHDS Licensing System • VA-013 State Reporting Requirements for Serious Incidents • VA-014 State Reporting Requirements for Human Rights Violations • • 3. A new Virginia specific policy was created (VA-017) that prohibits employee purchase of any type for patients, as well as prohibition of employee personal items not allowed on the milieu floor and locked in staff office. • 4. A mandatory retrain of all staff at the	8/31/2023

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		• The provider failed to adequately treat and protect Individual #1 and Individual #2 from harm.	facility on boundaries and ethics was provided by the Vice-President of Mental Health Clinical Services at two different times to ensure all staff attended. Same training is also required upon hire of all new employees. • 5. A process staff meeting will be held the week of 8/21/23, to discuss and communicate the importance of clear clinical boundaries, led by Operations Specialist and Program Administrator. • 6. Staff were also retrained on protocols for 1:1 passes and their clinical value. A protocol was set which established that staff that did NOT chaperone the 1:1 outing will perform the pocket and shoe check upon return and was included in the new policy VA-017). • 7. These corrective measures will be closely monitored through staff reports using a specially created checklist during treatment team meetings. OHR/OLR) Partially Accepted 08/25/2023 OHR Response: Please remove staff names from response. CAP has been open for editing. PR) 08/28/2023 1. Employee involved in this case was terminated. 2. All employees at the facility were required to repeat read/verify and competency test on existing Virginia specific policies: • VA-012 The CONNECT Provider Portal DBHDS Licensing System • VA-013 State Reporting Requirements for Serious Incidents	

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			• VA-014 State Reporting Requirements for Human Rights Violations • • 3. A new Virginia specific policy was created (VA-017) that prohibits employee purchase of any type for patients, as well as prohibition of employee personal items not allowed on the milieu floor and locked in staff office. • 4. A mandatory retrain of all staff at the facility on boundaries and ethics was provided by the Vice-President of Mental Health Clinical Services at two different times to ensure all staff attended. Same training is also required upon hire of all new employees. • 5. A process staff meeting will be held the week of 8/21/23, to discuss and communicate the importance of clear clinical boundaries, led by Operations Specialist and Program Administrator. • 6. Staff were also retrained on protocols for 1:1 passes and their clinical value. A protocol was set which established that staff that did NOT chaperone the 1:1 outing will perform the pocket and shoe check upon return and was included in the new policy VA-017). • 7. These corrective measures will be closely monitored through staff reports using a specially created checklist during treatment team meetings. OHR/OHR/OLR) Partially Accepted 08/25/2023 OHR Response: Please remove staff names from response. CAP has been open for editing. PR) 08/18/2023	

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			08/31/2023 Partially Accepted **General Comments / Recommendations:** Please check that your responses are complete before submitting to the Office of Licensing. You may NOT make changes to your CAP Response once you click the "Submit CAP" button. OHR/OLR) Accepted 08/28/2023	

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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.

Deborah Lochart, Human Rights	(Signature of Organization Representative)	Date

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