DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **229-14-009**
Organization Name: **HopeTree Family Services**

Date of Inspection: **06-03-2024**
Program Type/Facility Name: **14-009 HopeTree Robertson Home**

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	HopeTree Robertson Home 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	HopeTree Robertson Home **Restraint Not in Compliance with Standards** "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. Examples of abuse include acts such as: 6. Use of physical or mechanical restraints on a person that is not in compliance with federal and state laws, regulations, and policies; professionally accepted standards of practice; or the person's individualized services plan; and **This regulation was NOT MET as evidenced by:** • Upon review of CHRIS report, A# 20240021, Provider determined that there was a founded allegation of Restraint Not in Compliance with Standards when Employee #1 placed Individual #1 in a restraint that was not in compliance with the Agency's standard restraint system, TOVA. Based on a preponderance of evidence, it was determined that there was a founded allegation of Restraint Not in Compliance with Standards when Employee #1 placed Individual #1 in a restraint that was not in compliance with the Agency's standard restraint system, TOVA.	PR) 08/15/2024 During the course of the investigation, it was discovered that Employee #1 implemented a manual hold that as not in compliance with the agency's approved model, Therapeutic Options. Upon determination that an unapproved manual hold was implemented, the agency followed internal policy and procedure and implemented employee corrective action. Employee #1 was assigned to re-complete Therapeutic Options Training. The Therapeutic Group Home program has an effective System to Prevent Abuse, Neglect, and Exploitation and a Code of Ethics in place to identify, report, and respond to any suspicion or allegation of abuse, neglect, exploitation, or violation of individual rights. This system has been and continues to be effective. Therapeutic Group Home Director and TGH Leadership will continue to provide orientation and annual training for all staff to review reporting requirements and additional training as identified needed. OHR/OLR) Accepted 10/01/2024	8/14/2024

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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.

Mandy Crowder, Human Rights	(Signature of Organization Representative)	Date

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