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



License #: **291-14-008**
Organization Name: **Second Story**

Date of Inspection: **11-28-2022**
Program Type/Facility Name: **14-008 Second Story**

| Standard(s) Cited | Comp | Description of Noncompliance | Actions to be Taken | Planned Comp. Date |
|---|---|---|---|---|
| 12VAC35-46-300. B. (5) - The records of each employee shall include: 5. Annual performance evaluations; | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that a performance evaluation was completed for Employee #2. | PR) 01/06/2023<br><br>12VAC35-46-300. B. (5)<br>The performance evaluation was not recorded for Employee #2; however, this will be retroactively updated by the Program Manager by the end of January. The Program Manager will record performance evaluations within two weeks of them occurring. The Compliance and Risk Management Officer will evaluate employee records on a biannual basis to ensure evaluations have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |
| 12VAC35-46-310. B. (1a) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1a. Alerting emergency personnel and sounding alarms; | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 received annual emergency prepaedness training. | PR) 01/06/2023<br><br>12VAC35-46-310. B. (1a) - 12VAC35-46-310. B. (1e)<br>The listed training (emergency preparedness) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |

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| 12VAC35-46-310. B. (1b) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory); | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 received annual emergency prepaedness training. | PR) 01/06/2023<br><br>**12VAC35-46-310. B. (1a) - 12VAC35-46-310. B. (1e)**<br>The listed training (emergency preparedness) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |
| 12VAC35-46-310. B. (1c) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1c. Using, maintaining, and operating emergency equipment; | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 received annual emergency prepaedness training. | PR) 01/06/2023<br><br>**12VAC35-46-310. B. (1a) - 12VAC35-46-310. B. (1e)**<br>The listed training (emergency preparedness) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |

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| 12VAC35-46-310. B. (1d) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1d. Accessing emergency information for residents including medical information; | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 received annual emergency prepaedness training. | PR) 01/06/2023<br><br>**12VAC35-46-310. B. (1a) - 12VAC35-46-310. B. (1e)**<br>The listed training (emergency preparedness) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |
| 12VAC35-46-310. B. (1e) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1e. Utilizing community support services. | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 received annual emergency prepaedness training. | PR) 01/06/2023<br><br>**12VAC35-46-310. B. (1a) - 12VAC35-46-310. B. (1e)**<br>The listed training (emergency preparedness) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately.<br>PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |

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| 12VAC35-46-310. B. (5) - Required annual retraining: 5. All staff shall receive annual retraining on the provider's policies and procedures regarding standard precautions. | N | Second Story<br><br>This regulation was NOT MET as evidenced by:<br><br>There is no evidence that Employee #2 completed annual retraining on standard precautions. | PR) 01/06/2023<br><br>12VAC35-46-310. B. (5)<br>The listed training (standard precautions) was not documented in the training record for Employee #2. The record will be updated by the end of January. This training will be documented by the Program Manager within two weeks of completion of the training. Training records will be reviewed biannually by the Compliance and Risk Management Officer to ensure trainings have been conducted and recorded accurately. PLANNED COMPLETION DATE: 1/31/23<br><br>OLR) Accepted 01/18/2023 | 1/31/2023 |

**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.

Chantelle Blackson, Licensing Specialist | (Signature of Organization Representative) | Date

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