DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **05-13-2025**
Program Type/Facility Name: **14-008 Second Story**

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	Second Story 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	Second Story 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. • Due to a preponderance of evidence, including staff admissions and failure to follow policy, the Provider has substantiated CHRIS A#20240027. • It was reported that Employee #1 and Employee #2 failed to administer Medication #1 in the morning, and again in the evening of 12/26/2025. The medication was supposed to be administered every AM and PM; however, the administration schedule was mistakenly documented as PRN. Staff are also supposed to personally confirm the schedule is written correctly as part of their own medication checks. • Individual #1's right to be free of neglect was violated.	PR) 06/02/2025 The issue that led to non-compliance was that the medication's prescription schedule was incorrectly documented on the MAR. This was not caught by two staff members, causing them to accidentally omit administration of the medication. The issue was identified the next day and corrected by providing remedial medication management training to each employee on 1/7/25 and 1/8/25, focusing on how to properly complete medication checks. Medication management refresher training will continue to be provided at least annually (plus remedially as needed) by the Compliance & Training Manager. OHR/OLR) Accepted 06/05/2025	1/8/2025

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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.

Diana Atcha, Human Rights	(Signature of Organization Representative)	Date

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