DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **12-02-2025**
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.		5/22/2025

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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, the provider substantiated CHRIS A#20250003. • It was reported that Employee #1 had administered Individual #1 one Medication #1 pill instead of their prescribed two pills during their PM medication administration. Employee #1 reportedly mixed up the AM and PM prescription instructions, failed to double- check the MAR, and did not administer Individual #1 with the full dosage of Medication #1 that was prescribed. • The Provider failed to protect Individual #1 from neglect.	PR) 12/19/2025 Staff reported noncompliance was due to accidentally confusing the AM and PM medication administration instructions. Staff were retrained as a group on medication management by the Compliance and Training Manager on 5/22/25 with an emphasis on properly conducting medication checks to ensure accuracy of administration. Staff will continue to be retrained on medication management on an annual basis (or more frequently as needed in response to medication errors). This training will be conducted by the CTM. Efficacy of this training policy will be reviewed on an annual basis by the CTM and the Program Manager during the creation of each year's QIP. OHR/OLR) Accepted 02/05/2026	5/22/2025

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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