

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

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License #: **2917-14-001**

Organization Name: **Three Rivers Treatment Center, LLC**

Date of Inspection: **05-05-2023**

Program Type/Facility Name: **14-001 Three Rivers Treatment Center**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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	Three Rivers Treatment Center This regulation was NOT MET as evidenced by: See OHR citation.		

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12VAC35-115-260. A. (11) - Providers, through their directors, shall: 11. Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their duties under this chapter;	N	Three Rivers Treatment Center Providers, through their directors, shall Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their duties under this chapter. This regulation was NOT MET as evidenced by: - The OHR Advocate requested that evidence of Employee 1's corrective actions be received no later than 4/12/2023 for review by the OHR Advocate. - On 4/19/2023, the OHR Advocate requested to review Employee #1's evidence of corrective action (s) by 4/21/2023. - On 5/4/2023, the OHR Advocate requested to review verification of Employee #1's corrective actions. Employee #1 failed to provide evidence of corrective actions taken as a result of a substantiated finding of abuse in CHRIS entry A-20230004 until 5/4/2023. Failure to cooperate with the human rights advocate to correct conditions or practices interfering with the free exercise of Individuals' human rights is a violation of HRR 12VAC35-115-260(A)(11).	PR) 05/30/2023 PR1: Employee 1 did not intentionally disregard advocate's demands. Advocate's request was confused to have been answered on an earlier date; however, the information sent, and demand answered was actually a licensing request for similar information. PR2: All requests from the Office of Licensing and the Office of Human Rights will be given priority and will be answered within 24 business hours, if the information requested is available. All due date will be adhered to. PR3: At the facility level, the Risk Manager will monitor that all requests are responded to within 24 business hours daily. PR4: May 30, 2023 OHR/OLR) Accepted 06/28/2023	5/30/2023

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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.				
_____ Andrea Milhouse, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				