

**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: **09-25-2024**

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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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>
12VAC35-115-40. B. (1) - Individuals are entitled to know what their rights are under these regulations; therefore, providers shall take the following actions: 1. Display, in areas most likely to be noticed by the individual, a document listing the rights of individuals under these regulations and how individuals can contact a human rights advocate. The document shall be presented in the manner, format, and languages most frequently understood by the individual receiving services.	N	Three Rivers Treatment Center "Individuals are entitled to know what their rights are under these regulations; therefore, providers shall take the following actions: Display, in areas most likely to be noticed by the individual, a document listing the rights of individuals under these regulations and how individuals can contact a human rights advocate. The document shall be presented in the manner, format, and languages most frequently understood by the individual receiving services." This regulation was NOT MET as evidenced by: On 9/19/24 during an onsite visit, OHR Advocate toured Three Rivers Treatment Center. During the tour, OHR Advocate did not observe any Human Rights Information on display in the living units. There is a preponderance of evidence to support a violation of this regulation.	PR) 10/28/2024 PR1: During an onsite visit, OHR Advocate did not observe Human Rights information displayed on the living units visited. Facility Advocate explained that often these posters are torn down by residents. Facility Advocate replaced any missing posters of Human Rights information and took photographs of the posting and sent them to OHR Advocate as requested. PR2: The facility is having stencils made so the information contained in the Human Rights posters can be painted onto the walls of each phone room, accessible by residents. In the meantime, poster tours will be made weekly to ensure the Human Rights (Hu/R) information is posted on each living unit. Once this information is painted onto the walls of the telephone rooms, the tour will be made monthly to ensure the painted information has not been defaced. PR3: The Facility Advocate will monitor compliance during weekly audit tours for Hu/R posters and monthly audits once the Hu/R information is painted onto the walls. PR4: November 30, 2024 OHR/OLR) Accepted 12/02/2024	11/30/2024

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