

**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: **09-24-2025**

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.		5/30/2025

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12VAC35-115-110. C. (9a) - The provider's duties. 9. Providers shall comply with all applicable state and federal laws and regulations, certification and accreditation standards, and third party requirements as they relate to seclusion and restraint. 9a. Whenever an inconsistency exists between this chapter and federal laws or regulations, accreditation or certification standards, or the requirements of third party payers, the provider shall comply with the higher standard.	N	Three Rivers Treatment Center Providers shall comply with all applicable state and federal laws and regulations, certification and accreditation standards, and third party requirements as they relate to seclusion and restraint. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20250021, the provider's investigation included witness statements, a review of video footage and a review of the provider's policies which revealed: Employee #1 "forcibly eject Individual #1 from the telephone room." Individual #1 "was not in danger of harming himself or anyone else at the time his was ejected from the telephone room." Employee #1 forcibly pushed Individual #1 away twice from the door. Employee #1 failed to implement the provider's behavior management method. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's finding of a regulatory violation.	PR) 10/30/2025 PR1: Although Individual #1's restraint order and documentation was correctly filed in the clinical record, the need for said restraint was not apparent in accordance with 12VAC35-115-30; there was no emergency, non-physical interventions may not have been viable but safety issues did NOT require an immediate response. In sum, the resident was not in danger of harming himself or anyone else at the time he was ejected from the telephone room. Employee #1 physically pushing the resident forcibly away from the door is not an approved behavior management method. Based on the preponderance of evidence obtained during investigation, the allegation of physical abuse and improper use of restraint was substantiated. Employee #1 was terminated as staff at Three Rivers Treatment Center. PR2: Leadership reviewed policy and procedures related to restraint/seclusion, resident monitoring, and employee screening, finding no need for revision. Allegation was an isolated incident corrected with the termination of Employee #1. PR3: The facility's Resident and Family Advocate will monitor allegations daily, reporting any received to Leadership for appropriate investigation. PR4: May 30, 2025 OHR/OLR) Accepted 10/30/2025	5/30/2025

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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	Three Rivers Treatment Center "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20250021, the provider's investigation included witness statements, a review of video footage and a review of the provider's policies which revealed: Employee #1 forcibly pushed Individual #1 away twice from the door. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of physical abuse.	PR) 10/30/2025 PR1: Review of a restraint incident revealed that Individual #1 had been pushed twice by Employee #1, an allegation of physical abuse later substantiated. Employee #1 was terminated as staff at Three Rivers Treatment Center. PR2: Leadership reviewed policy and procedures related to restraint/seclusion, resident monitoring, and employee screening, finding no need for revision. Allegation was an isolated incident corrected with the termination of Employee #1. PR3: The facility's Resident and Family Advocate will monitor allegations daily, reporting any received to Leadership for appropriate investigation. PR4: May 30, 2025 OHR/OLR) Accepted 10/30/2025	5/30/2025

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