

**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: **11-03-2025**

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.		

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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.	NS	Three Rivers Treatment Center 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. Upon review of CHRIS entry A:20250019, the provider's investigation included a review of Individual #1's chart, interviews with staff, and a review of the provider's policies which revealed: • Employee #1 and Employee #2 failed to remove a drawstring from a resident's clothing. • Individual #1 was found during rounds in the bathroom with the drawstring tied around her neck. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of systemic neglect.	PR) 12/05/2025 PR1: Although staff response to this incident was prompt and appropriate, failure to abide by facility procedures related to contraband allowed for the resident to obtain a drawstring from another resident's clothing. Drawstrings on clothing are considered contraband and are to be removed before clothing with drawstrings is to be given to residents. Investigation did not reveal any particular individual responsible for the policy lapse allowing the drawstring to be taken onto a residential unit so the case was determined to be one of systemic neglect. This drawstring was removed from the unit and a contraband sweep conducted. PR2: The facility's contraband policy was reviewed by senior leadership and found to be acceptable without revision. A contraband flyer was distributed to aid staff in the identification of contraband items and areas to check for contraband hidden by residents. Contraband sweeps continue to be conducted randomly to ensure resident safety. PR3: The Risk Manager will monitor policy and procedure compliance utilizing the facility's incident reporting system daily, reviewing weekend and holiday reports the next business day. Reported incidents will be investigated by the Risk Manager and or Resident/Family Advocate and reviewed by clinical leadership. PR4: December 5, 2025 OHR/OLR) Accepted 12/11/2025	12/5/2025

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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				