

**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: **04-22-2026**

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.		
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 This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20250026, the provider's investigation included witness statements, staff admissions and a review of the provider's policies which revealed: • Individual #1 and peers were on a community outing. • Employee #1 was driving and Employee #2 was seated in the front seat. • Individual #1 opened the van door and jumped from the van while it was moving. • Employee #1 and Employee #2 failed to follow the provider's policy regarding Arrangements for Resident Transportation. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 05/22/2026 PR1: Individual 1 was transported from scene of the incident to another facility and did not return to Three Rivers Treatment Center. Scheduled outings were postponed until corrective action was taken. Facility leadership reviewed transportation policies and processes in place at the time finding that while staff acknowledged a procedure for monitoring residents in the van while seated in the passenger area at the exit doors, this procedure was not always followed and was not specifically documented in the Facility's transportation policy. PR2: Transportation safety training was provided to all activities staff orienting staff to the requirement for a minimum of 2 staff to participate in each transport, one as a driver and	8/31/2025

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			one as a safety monitor seated by the doors to the passenger compartment. The Facility's transportation policy was revised to specify "A minimum of two (2) 3RTCA staff will accompany all residents/students during vehicle transport. One of these staff may be a transporter whose duties are specific to the driving and maintenance of the vehicle. The transporter may assist with resident/student management whenever the vehicle is safely parked and not in motion. The second staff member will sit in the passenger compartment with the residents at the door, to monitor resident behavior and prevent unauthorized exit." Activity outing assignments will specify which staff member will drive and which will be seated in the passenger area at the doors. Staff involved in the transport of Individual 1 received a suspension and on return to duty placed on a performance improvement plan. PR3: Outing transportation assignment documentation will be audited quarterly by Risk Management. Spot checks of seating arrangements will be performed randomly based on the outing and transportation schedule. PR4: Risk Management PR5: August 31, 2025 OHR/OLR) Accepted 06/02/2026	

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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				