License #: **3055-14-008**
Organization Name: **Gatewood Children's Homes, Inc.**

Date of Inspection: **05-13-2022**
Program Type/Facility Name: **14-008 Jordan House (current)**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Jordan House (current) This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 06/01/2022 On 4/28/2022 this provider's management team was made aware that individual #1 and individual #2 were not visible to staff #1 who was on duty during a regular monitoring check. Staff #1 did a visual check of the entire house including the outside premises. When it was clear that neither individual #1 nor individual #2 were on the premises this provider's protocol for an AWOL incident was implemented. During a preliminary investigation staff admitted that she was not maintaining appropriate supervision of individual # 1 or individual #2 because she was engaged in another task. At that time, this provider advised staff #1 of her responsibilities to supervise all clients while on duty. As a result, on 4/28/2022 this provider placed the staff #1 on administrative leave until the provider could complete its internal investigation. OLR) Accepted 06/08/2022	6/1/2022
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	Jordan House (current) 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 entries A-20220006 and A-	PR) 06/01/2022 On 4/28/2022 this provider's management team was made aware that individual #1 and individual #2 were not visible to staff #1 who was on duty during a regular monitoring check. Staff #1 did a visual check of the entire house including the outside premises. When it was clear that neither individual #1 nor individual #2 were on the premises this provider's protocol for an AWOL incident was implemented. This provider put the following actions in place. 1. To assure the Rights of Individuals Receiving	6/1/2022

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		20220007, the provider's investigation determined that Employee #1 failed to follow the provider's policy for maintaining supervision and neglect was found. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1 and Individual #2.	Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services this provider ensured that all staff were re-trained on the appropriate supervision of individuals while on shift. This was done by this provider conducting a mandatory virtual staff meeting held on May 11, 2022, in which the protocol for appropriate supervision of residents (to include the prompt documentation of resident 30-minute monitoring checks), AWOLs and notifications were reviewed. 2. Staff member Resident Supervisor will be responsible for reviewing the resident monitoring log periodically throughout the day during the week to ensure prompt documentation of each onsite resident's whereabouts is reflected. On the weekends, the administrator on call will review the monitoring log. 3. Staff member #1 was terminated on 5/2/2022 as a result of her not adhering to the provider's and *the standard of 12VAC35-115-50. B. (2) which states that - In receiving all services, each individual has the right to: to be protected from harm including abuse, neglect, and exploitation.* Staff #1's failure to maintain supervision enabled individual #1 and individual #2's AWOL OHR/OLR) Accepted 06/06/2022	

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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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.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined