DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3168-14-009**
Organization Name: **Clementine Twin Lakes, LLC**

Date of Inspection: **05-13-2026**
Program Type/Facility Name: **14-009 Clementine Fairfax**

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	Clementine Fairfax This regulation was NOT MET as evidenced by: See OHR citations below.		

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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	Clementine Fairfax This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program or facility, 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. • Due to a preponderance of evidence, including witness statements and failure to follow policy, the Provider identified a violation of 12VAC35-115-50 (B)2 for neglect related to CHRIS Report A#20250001. • It was reported that Individual #1 was served a meal containing an allergen. Employee #2 was notified of allergen and instructed to recheck the allergy and exclusion list in Individual #1's dietary book, but Employee #2 proceeded to serve the same allergen again, due to them believing Individual #1 was "faking it" and "being too dramatic". Employee #2 reportedly admitted they also believed that the allergen would not be a concern if it was cooked down. This resulted in Individual #1 getting transported to the emergency room to receive medical treatment for anaphylaxis. • Individual #1's right to be free from neglect was violated.	PR) 05/18/2026 Staff member's employment with the company, in the role of Chef, was terminated as of October 21, 2025. Additionally, the program closed operations in January 2026. OHR/OLR) Accepted 05/22/2026	10/21/2025

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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.

Diana Atcha, Human Rights	(Signature of Organization Representative)	Date

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