DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3187-14-010**
Organization Name: **STARS**

Date of Inspection: **02-11-2022**
Program Type/Facility Name: **14-010 Orion House**

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	Orion House This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 02/24/2022 In a staff meeting/training we will discuss residents' human rights. We will discuss the incident and discuss ways to solve the issue and what we did wrong on our part. This will be completed by -4/08/2022. Employees 1 and 2 will complete. Employee 2 will be taken off on-call. Employee 2 will be retrained on human rights and child abuse and Neglect by 04/08/2022 Employee 2 will also be retrained on on-call shadowing another on-call staff member before she can be on-call on her own. OLR) Partially Accepted 03/02/2022 See OHR response below. PR) 03/07/2022 Here are both the annual and new employee human rights training reviews. Child Abuse & Neglect: VA Mandated Reporting (virginia.gov) Link for mandated reporter training. OLR) Accepted 03/08/2022	4/8/2022

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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	Orion House This regulation was NOT MET as evidenced by: Neglect is defined as: "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." During an internal investigation, the provider substantiated the allegation of negligence of supervision due to the following: • Employee 1 was with Individual 1 in the community at the recreation center • The staffing ratio at the time of the incident was 1:1 • Employee 1 is a newer staff • Employee 1 informed Individual 1 it was time to leave, but Individual 1 refused • Employee 1 contacted Employee 2 to inform that Individual 1 was refusing to leave • Employee 2 told Employee 1 to leave Individual 1 at the recreation center • Employee 1 left Individual 1 at the recreation center unsupervised to return to the group home and go to the other event on the group home itinerary	PR) 02/24/2022 In a staff meeting/training we will discuss residents' human rights. We will discuss the incident and discuss ways to solve the issue and what we did wrong on our part. This will be completed by -4/08/2022. Employees 1 and 2 will complete. Employee 2 will be taken off on-call. Employee 2 will be retrained on human rights and child abuse and Neglect by 04/08/2022 Employee 2 will also be retrained on on-call shadowing another on-call staff member before she can be on-call on her own. OHR/OLR) Partially Accepted 02/25/2022 OHR Response: Please upload evidence of corrective action. PR) 03/07/2022 Here are both the annual and new employee human rights training reviews. Child Abuse & Neglect: VA Mandated Reporting (virginia.gov) Link for mandated reporter training. OHR/OLR) Accepted 03/07/2022	4/8/2022

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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