DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **01-21-2026**
Program Type/Facility Name: **14-010 Nova**

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	Nova This regulation was NOT MET as evidenced by: See OHR citation below.		
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	Nova 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. CHRIS A#20250075, A#20250076, and A#20250077 Provider substantiated for neglect based on the following: • On December 19, 2025, Employee #1 was transporting Individual #1, Individual #2, and Individual #3 in a vehicle.	PR) 02/06/2026 The staff received disciplinary action for write-up. A discussion was also head about using nicotine gum or the patch while on shift. The staff has been using nicotine gum for about a month. Staff supervisor will conduct checks in until 2/9/26 with staff. OHR/OLR) Accepted 02/06/2026	2/9/2026

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		• Employee #1 stopped at a gas station to fill the vehicle up with gas. • Individual #1 and Individual #3 reported that while Employee #1 was pumping the gas, Employee #1 was standing behind the vehicle but "a little way away" and smoking a cigarette. • Individual #2 reported during the internal investigation that Individual #2 did not see anything. • Employee #1 admitted smoking a cigarette while stopped at the gas station with Individual #1, Individual #2, and Individual #3 in the vehicle. Smoking a cigarette while stopped at a gas station and pumping gas is failing to provide services necessary to the health, safety, or welfare of individuals receiving services and is a violation of 12VAC35-115-50(B)(2).		

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.

Heather Hilleary, Human Rights | (Signature of Organization Representative) | Date

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