DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3187-14-011**
Organization Name: **STARS**

Date of Inspection: **02-11-2025**
Program Type/Facility Name: **14-011 Zenith 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	Zenith House This regulation was NOT MET as evidenced by: See OHR citation below.		

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12VAC35-115-60. B. (2) - The provider's duties. 2. Providers shall ensure that all services, including medical services and treatment, are at all times delivered in accordance with sound therapeutic practice. Providers may deny or limit an individual's access to services if sound therapeutic practice requires limiting the service to individuals of the same sex or similar age, disability, or legal status.	N	Zenith House This regulation was NOT MET as evidenced by: Review of video footage revealed the following: • Individual #1 came downstairs to dining room table where Employee #1 was engaged with another individual completing a worksheet. • Individual #1 began talking loudly about being allowed to make phone calls. • Employee #1 attempted to verbally redirect Individual #1 several times. • Individual #1 while sitting on top of the table next to Employee #1, reached over and took the worksheet that Employee #1 was working on with the other individual. • Employee #1 immediately grabbed the shirt of Individual #1 at the wrist area and moved Individual #1's arm/wrist across the front of Individual #1's body while Employee #1 took the finger of Employee #1's other hand and pointed it at Individual #1's face while telling Individual #1 not to do that. Employee #1's response to Individual #1 was not delivered in accordance with sound therapeutic practice and is a violation of 12VAC35-115-60(B)(2).	PR) 03/05/2025 The staff member completed MANDT recertification as well as discussed verbal de-escalation in that training. The staff member will also be observed randomly while on shift whether in person or on the camera. This will occur until 3/14/2025. OHR/OLR) Accepted 03/05/2025	3/14/2025

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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.

Cassie Purtlebaugh, Human Rights	(Signature of Organization Representative)	Date

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