DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-180. D. - The provider shall develop and implement written policies and procedures to monitor and evaluate service quality and effectiveness on a systematic and on-going basis. The provider shall implement improvements when indicated.	N	Vick Residential This regulation was NOT MET as evidenced by: The provider presented a policy for review however the provider has not developed and implemented a specific QIP or procedure for monitoring and evaluating service quality and effectiveness on a systematic and on-going basis.	PR) 06/02/2024 Assuage Solutions did not create a policy for improvement and development of services. Assuage Solutions will develop and implement written a policy and procedures to monitor and evaluate service quality and effectiveness on a systematic and on-going basis. Assuage Solutions shall implement improvements when indicated. Assuage Solutions will create a policy and baseline goals to review at the end of the year to keep track of the progression and lack of progression. The program director will be responsible for this policy. OLR) Accepted 06/10/2024	5/31/2024
12VAC35-46-280. A. (2) - There shall be a written job description for each position that, at a minimum, includes the: 2. Duties and responsibilities of the incumbent;	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #2's job description did not document duties and responsibilities of the incumbent.	PR) 06/02/2024 Assuage Solutions did not have a completed job description for employee #2. Assuage Solutions will create full job descriptions for each position that, at a minimum, includes the duties and responsibilities of staff. Assuage Solutions will review all job descriptions during onboarding to ensure the employee has a complete job description. The program director will be responsible for implementing this policy. OLR) Accepted 06/10/2024	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-280. A. (4) - There shall be a written job description for each position that, at a minimum, includes the: 4. Minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the job.	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #2's job description did not document minimum knowledge, skills, and abilities required for entry-level performance of the job.	PR) 06/02/2024 Assuage Solutions did not have a complete job description for the case manager on file. Assuage Solutions will provide a written job description for each position that, at a minimum, which includes minimum education, experience, knowledge, skills, and abilities required for entry-level performance of the job. Assuage Solutions will review all job descriptions during onboarding to ensure the employee has a complete job description. Program director will be responsible for implementing the job descriptions. OLR) Accepted 06/10/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (3) - The records of each employee shall include: 3. Written references or notations of oral references;	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record only contained the names of references and that the references had been contacted. There was no information documented assessing the employee's performance in their previous employment related to their fitness to care for children.	PR) 05/27/2024 Assuage Solutions only had 'verified' for references and not what was verbally said. Assuage Solutions will notate what was said during the reference check instead of verified. The program director will be responsible for implementing this process. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions only had 'verified' for references and not what was verbally said. Going forward Assuage Solutions will change the process from only documenting 'verified' to notating what was said during the reference check instead of verified. Reference verifications will be completed thoroughly when documented. The program director will be responsible for implementing this process. OLR) Accepted 07/22/2024	6/3/2024
12VAC35-46-310. A. (2a) - Required initial training: 2. Within 14 days following an individual's begin date, and before an	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of emergency preparedness and response training to	PR) 06/02/2024 Assuage Solution did not document evidence of emergency preparedness and response training to include alerting emergency personnel and sounding alarms. Assuage Solutions	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2a. Alerting emergency personnel and sounding alarms;		include alerting emergency personnel and sounding alarms.	will document evidence of emergency preparedness and response training to include alerting emergency personnel and sounding alarms. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solution did not document evidence of emergency preparedness and response training to include alerting emergency personnel and sounding alarms. Assuage Solutions will change the previous procedure which did not require employees to signs off on training. Now the training form will document evidence of emergency preparedness and response training to include alerting emergency personnel and sounding alarms. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-310. A. (2b) - Required initial	N	Vick Residential	PR) 06/02/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);		This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of emergency preparedness and response training to include implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	Assuage Solution did not document evidence of emergency preparedness and response training to include alerting emergency personnel and response training to include implementing evacuation of residents with special needs (deaf, blind, nonambulatory). Assuage Solutions will document evidence of emergency preparedness response training to include implementing evacuation of residents with special needs (deaf, blind, nonambulatory). Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solution did not document evidence of emergency preparedness and response training to include alerting emergency personnel and response training to include implementing evacuation of residents with special needs (deaf, blind, nonambulatory). Going forward the systematic change will include a training for the staff's folder that clearly documents Emergency Preparedness training with a signature to confirm completion of training. Assuage Solutions will document evidence of emergency preparedness response training to include	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			implementing evacuation of residents with special needs (deaf, blind, nonambulatory). Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-310. A. (2c) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2c. Using, maintaining, and operating emergency equipment;	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of emergency preparedness and response training to include using, maintaining, and operating emergency equipment;	PR) 06/02/2024 Assuage Solutions did not record and document evidence of emergency preparedness plan and response training to include accessing emergency information for residents including medical information. Assuage Solutions will record and document evidence of emergency preparedness plan and response training to include accessing emergency information for residents including medical information. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not record and document evidence of emergency preparedness plan and	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			response training to include accessing emergency information for residents including medical information. Assuage Solutions will record and document evidence of emergency preparedness plan and response training to include accessing emergency information for residents including medical information. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. Going forward the systematic change will include a training for the staff's folder that clearly documents Emergency Preparedness training with a signature to confirm completion of training. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-310. A. (2d) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2d. Accessing emergency information for residents including medical information;	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of emergency preparedness and response training to include accessing emergency information for residents including medical information.	PR) 06/02/2024 Assuage Solutions did not record and document evidence of emergency preparedness plan and response training to include using, maintaining and operating emergency equipment. Assuage Solutions will record and document evidence of emergency preparedness plan and response training to include using, maintaining and operating emergency equipment. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not record and document evidence of emergency preparedness plan and response training to include using, maintaining and operating emergency equipment. Assuage Solutions will record and document evidence of emergency preparedness plan and response training to include using, maintaining and operating emergency equipment. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. Going forward the systematic change will include a training for the staff's personnel folder that clearly documents Emergency Preparedness training with a signature to confirm completion of training. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-310. A. (2e) - Required initial training: 2. Within 14 days following an individual's begin date, and before an individual is alone supervising children, the provider shall conduct emergency preparedness and response training that shall include: 2e. Utilizing community support services.	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of emergency preparedness and response training to include- utilizing community support services.	PR) 06/02/2024 Assuage Solutions did not record did not document evidence of emergency preparedness and response training to include- utilizing community support services. Assuage Solutions will record did not document evidence of emergency preparedness and response training to include- utilizing community support services. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not record did not document evidence of emergency preparedness and response training to include- utilizing community support services. Assuage Solutions will record did not document evidence of emergency preparedness and response training to include- utilizing community support services. Assuage Solutions will create a training for Emergency Preparedness and have the employee sign the training. Going forward the systematic change will include a training for the staff's personnel folder that clearly documents Emergency Preparedness training with a signature to confirm completion of training. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-310. A. (7) - Required initial training: 7. Within 30 days following their begin date, all staff shall be trained on appropriate siting of children's residential facilities, and good neighbor policies and	N	Vick Residential This regulation was NOT MET as evidenced by: Employee #1 and #2's record did not document evidence of training on appropriate siting of children's residential facilities and good neighbor policies and community relations.	PR) 06/02/2024 Assuage Solutions did not document evidence of training on appropriate siting of children's residential facilitates and good neighbor policies and community relations. Assuage Solutions will document evidence of training on appropriate siting of children's residential facilitates and good neighbor policies and community relations. Assuage Solutions will add this policy to the staff	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
community relations.			training sheet and have the staff sign off on the training. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document evidence of training on appropriate siting of children's residential facilitates and good neighbor policies and community relations. Assuage Solutions will document evidence of training on appropriate siting of children's residential facilitates and good neighbor policies and community relations. Assuage Solutions will add this policy to the staff training sheet and have the staff sign off on the training. The systematic changes consist of Assuage Solutions created a training which previously there was no training or policy. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	
12VAC35-46-710. B. (3) - Providers shall develop, and fully complete prior to acceptance for care, an application for	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's application document did not document the physical health needs, including the	PR) 06/02/2024 Assuage Solutions did not document the physical health needs, including the immunization needs of the prospective resident. Assuage Solutions will document the physical	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
admission that is designed to compile information necessary to determine: 3. The physical health needs, including the immunization needs, of the prospective resident;		immunization needs of the prospective resident.	health needs, including the immunization needs of the prospective resident. Assuage Solutiuons will add the TB screening as an intake requirement. For those residents who does not have a TB screening will be taking to their PCP within 3 days. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document the physical health needs, including the immunization needs of the prospective resident. Assuage Solutions will document the physical health needs, including the immunization needs of the prospective resident. Assuage Solutiuons will add the TB screening as an intake requirement. For those residents who does not have a TB screening will be taking to their PCP within 3 days. The systematic changes consist of Assuage Solutions adding TB screening to the intake package and ensuring it is provided before move-in. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-710. B. (6) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 6. The behavior support needs of the prospective resident;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's application document did not document the behavior support needs of the prospective resident.	PR) 06/02/2024 Assuage Solutions did not document a resident's application did not document their behavior support needs of the prospective resident. Assuage Solutions will document all prospective resident's behavioral support needs on their application by adding this section to the initial application. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document a resident's application did not document their behavior support needs of the prospective resident. Assuage Solutions will document all prospective resident's behavioral support needs on their application by adding this section to the initial application. The systematic change consists of Assuage Solutions updating the initial application to include behavioral support needs. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-710. B. (8) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 8. Social and development history;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's application document did not document the social history of the prospective resident. The report documented development history only.	PR) 06/02/2024 Assuage Solutions did not document the social history of the prospective resident. Assuage Solutions will document the social history of all the resident by adding a social history section to the application package. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document the social history of the prospective resident. Assuage Solutions will document the social history of all the resident by adding a social history section to the application package. The systematic change consists of Assuage Solutions updating the application to include social history. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. B. (1) - Individualized service plans shall describe in measurable terms the: 1. Strengths and needs of the resident;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1's ISP did not describe in measurable terms the needs of the Individual.	PR) 06/02/2024 Assuage Solutions did not document the needs on the resident for the ISP. Assuage Solution will document the needs of all residents on ISPs by adding this section on the ISP and assessing during intake. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document the needs on the resident for the ISP. Assuage Solution will document the needs of all residents on ISPs by adding this section on the ISP and assessing during intake. The systematic changes consist of the ISP template being updated to include the needs of the residents.The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	6/3/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. B. (2) - Individualized service plans shall describe in measurable terms the: 2.Resident's current level of functioning;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1's ISP did not describe in measurable terms the Individual's current level of functioning.	PR) 06/02/2024 Assuage Solutions did not describe in measurable terms the individual's current level of functioning. Assuage Solutions will describe in measurable terms the individual's current level of functioning by adding this section on the ISP and assessing during intake. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not describe in measurable terms the individual's current level of functioning. Assuage Solutions will describe in measurable terms the individual's current level of functioning by adding this section on the ISP and assessing during intake. The systematic changes will consist of updating the current level of functioning on the ISP. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	6/3/2024
12VAC35-46-750. B. (3) - Individualized service plans shall describe in measurable terms the: 3. Goals,	N	Vick Residential This regulation was NOT MET as evidenced by:.	PR) 06/02/2024 Assuage Solutions believes that the goals document was measurable. Assuage Solutions will continue to document measurable goals for	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
objectives, and strategies established for the resident;		Individual #1 and #2's ISP did not describe in measurable terms the goals, objectives, and strategies established for residents. Goals and objectives were present however they were not measurable.	all ISP both compressive and initial. The program director will be responsible for this policy. OLR) Partially Accepted 06/10/2024 The respective goals contained no frequency or measured by objective. Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions believes that the goals document was measurable. Assuage Solutions will continue to document measurable goals for all ISP both compressive and initial. There will be no systematic changes Assuage Solutions will continue to document positive goals geared toward the residents. The program director will be responsible for this policy. OLR) Not Accepted 07/22/2024 Please respond with a corrective action plan that documents in measurable terms the goals and objectives and strategies established for the resident. Please describe what is being measured, how items will be measured, and how it will be determined when the resident has achieved the goals and objectives. PR) 07/22/2024	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Assuage Solutions believes that the goals document was measurable. Assuage Solutions will continue to document measurable goals for all ISP both compressive and initial. There will be no systematic changes Assuage Solutions will continue to document positive goals geared toward the residents. The program director will be responsible for this policy. Assuage Solutions utilizes positive goals versus negative goals. Positive goals are defined as what you want the client to do versus what you don't want the client to do (negative goals). If a client goals states, "Little Johnny will decrease his angry instances three out of five instances" little Johnny will assume that he can control his anger three instances and the other two he can maintain his baseline behavior which is considered negative. Instead Assuage Solutions utilizes positive goals "Little Jonny will manage his anger when he experiences negative situation that are not allotted in his favor daily." This will be measured in quarterly reports and reviewed with residents and guardians. Little Johnny angry instance will be recorded in daily progress notes. Quarterly reports documents little Johnny had 12 angry instance last reporting period. New quarterly report documents 10 angry instance which is measuring progression. OLR) Not Accepted 08/26/2024 Please include the following in your response: • Include all 4 points below, in detail, in your response to each violation: 1. Provide a statement of the issue that led to	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			non-compliance and state how you corrected/will correct the deficient practice in this specific violation. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). PR) 09/23/2024 Assuage Solutions did not utilize measurable goals when creating the ISP. Going forward Assuage Solutions will utilize the measurable Smart Goals to ensure all goals are measurable. The program director will be responsible for creating, reviewing and ensuring all goals are measurable. This task will be accomplished by 09/30/2024. OLR) Accepted 10/11/2024	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. E. (1) - There shall be a documented quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90 -day period thereafter that shall report the: 1. Resident's progress toward meeting the plan's objectives;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document a quarterly review of each resident's progress 60 days following the initial ISP to include the resident's progress toward meeting the plan's objectives.	PR) 06/02/2024 Assuage Solutions did not document a quarterly report in the allotted time frame. Assuage Solutions complete a quarterly report in three months instead of two months. Going forward Assuage Solutions will document the first quarterly report within the first 60 days and 90day thereafter. The program director will be responsible for this task. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document a quarterly report in the allotted time frame. Assuage Solutions complete a quarterly report in three months instead of two months. Going forward Assuage Solutions will document the first quarterly report within the first 60 days and 90day thereafter. The systematic change consists of Assuage Solutions changes the residents record review to include the first 60 day quarterly report. The program director will be responsible for this task. OLR) Accepted 07/22/2024	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. E. (2) - There shall be a documented quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90 -day period thereafter that shall report the: 2. Family's involvement;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document a quarterly review of each resident's progress 60 days following the initial ISP to include the family's involvement.	PR) 06/02/2024 Assuage Solutions did not record a documented review of each resident's progress 60 days following the initial ISP to include the family's involvement. Assuage Solutions will record a review of each resident's progress 60 days following the initial ISP to include the family's involvement. There will be a form created for the review of the ISP. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not record a documented review of each resident's progress 60 days following the initial ISP to include the family's involvement. Assuage Solutions will record a review of each resident's progress 60 days following the initial ISP to include the family's involvement. Systematic changes consist of a form created for the review of the ISP. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	5/31/2024
12VAC35-46-750. E. (3) - There shall be a	N	Vick Residential	PR) 06/02/2024	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
documented quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90 -day period thereafter that shall report the: 3. Continuing needs of the resident;		This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document a quarterly review of each resident's progress 60 days following the initial ISP to include the continuing needs of the resident.	Assuage Solutions did not document ISP review form instead updated the ISP which did not have the continued need of the resident. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include the continued needs of the resident by completing a quarterly review form. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document ISP review form instead updated the ISP which did not have the continued need of the resident. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include the continued needs of the resident by completing a quarterly review form. The systematic change consists of Assuage Solutions creating an ISP review form to where previously there was no ISP review form. The program director will be responsible for implementing this policy.	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			OLR) Accepted 07/22/2024	
12VAC35-46-750. E. (4) - There shall be a documented quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90 -day period thereafter that shall report the: 4. Resident's progress towards discharge;	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document a quarterly review of each resident's progress 60 days following the initial ISP to include the resident's progress toward discharge.	PR) 06/02/2024 Assuage Solutions did not document ISP review form instead updated the ISP. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include status progress towards discharge by completing a quarterly review form. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document ISP review form instead updated the ISP. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include status progress towards discharge by completing a quarterly review form. The systematic changes consist of Assuage Solutions updating the resident review form to include the first 60-day quarterly report. The program director will be responsible for	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			implementing this policy. OLR) Accepted 07/22/2024	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. E. (5) - There shall be a documented quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90 -day period thereafter that shall report the: 5. Status of discharge planning.	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document a quarterly review of each resident's progress 60 days following the initial ISP to include the status of discharge planning.	PR) 06/02/2024 Assuage Solutions did not document ISP review form instead updated the ISP. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include status of discharge planning by creating an ISP review form. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not document ISP review form instead updated the ISP. Assuage Solutions will document quarterly review of each resident's progress 60 days following the initial individualized service plan and within each 90-day period thereafter that shall report to also include status of discharge planning by creating an ISP review form. The systematic change consist of Assuage Solutions updating the ISP template review form. The program director will be responsible for implementing this policy. OLR) Accepted 07/22/2024	5/31/2024
12VAC35-46-840. A. -	N	Vick Residential	PR) 06/02/2024	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
Each child accepted for care shall have a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission, except (i) the report of an examination within the preceding 12 months shall be acceptable if a child transfers from one residential facility licensed or certified by a state agency to another; and (ii) a physical examination shall be conducted within 30 days following an emergency admission if a report of physical examination is not available.		This regulation was NOT MET as evidenced by: Individual #2's record did not contain evidence of a physical examination.	Assuage Solutions did not get the resident screened for a physical examination within the allotted timeframe. Assuage Solutions will ensure children accepted for care shall have a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission by adding physical examination to admission intake documents needed. The program director will be responsible for implementing this policy. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not get the resident screened for a physical examination within the allotted timeframe. Assuage Solutions will ensure children accepted for care shall have a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission by adding physical examination to admission intake documents needed. Going forward the systematic change is to obtain an updated physical before intake, if it can't be provided the resident will be taken to their pcp within seven days. The program director will be responsible for implementing this	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			policy. OLR) Accepted 07/22/2024	
12VAC35-46-840. C. - A screening assessment for tuberculosis shall be completed annually on each resident as evidenced by the completion of a form containing, at a minimum, the elements of the Report of Tuberculosis Screening form published by the Virginia Department of Health.	N	Vick Residential This regulation was NOT MET as evidenced by: Individual #1 and #2's record did not document evidence of a screening assessment for tuberculosis.	PR) 06/02/2024 Assuage Solutions did not screen for Tuberculosis for each resident annually. Assuage Solutions will conduct screening assessment for tuberculosis annually on each resident as evidenced by the completion of a form containing, at a minimum, the elements of the Report of Tuberculosis Screening form published by the Virginia Department of Health by requesting this information during intake and annually facilitating TB screening. This will be monitored by the program director. OLR) Partially Accepted 06/10/2024 Please include the following in your response: Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR) 06/24/2024 Assuage Solutions did not screen for Tuberculosis for each resident annually. Assuage Solutions will conduct screening assessment for tuberculosis annually on each resident as evidenced by the completion of a form containing, at a minimum, the elements of the Report of Tuberculosis Screening form published by the Virginia Department of Health by requesting this information during intake and	5/31/2024

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			annually facilitating TB screening. Going forward the systematic change consist of Assuage Solutions asking for TB upon intake. This will be monitored by the program director. OLR) Accepted 07/22/2024	

License #: **4430-14-008**
Organization Name: **Assuage Solutions LLC**

Date of Inspection: **04-17-2024**
Program Type/Facility Name: **14-008 Vick Residential**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date

General Comments / Recommendations:
The provider does not utilize volunteers or contractors.

The LS recommends that the provider utilizes an improved system of record keeping for Employee and Individual Records as it is difficult to locate items in the respective records.

The LS recommends that the provider retains expired training certificates, etc in the employee records.

The LS recommends that the provider keeps extra personal/hygiene supplies onsite and available as required by the regulations. The provider stated that residents complete a form when supplies are needed, and the items are then purchased however the regulations require additional supplies onsite.

The provider reported that towels and washcloths are kept in the residents' rooms. The regulations require that an adequate supply shall be available once a week and for emergencies. The LS recommends that the provider ensures that such a supply is available.

This LS recommends that the provider ensures that all employees have written job descriptions to address all roles, duties, and responsibilities.

Please respond to the CAP as follows:
Please Include all 4 points below, in detail, in your response to each violation:

1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation.
2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation.
3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist).
4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented).

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.

Nicole Buckley, Licensing Specialist	(Signature of Organization Representative)	Date

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