

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **493-14-001**

Organization Name: **Timber Ridge School**

Date of Inspection: **06-03-2022**

Program Type/Facility Name: **14-001 Timber Ridge Level C RTC**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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	Timber Ridge Level C RTC This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 06/23/2022 See CAP Actions Below. OLR) Accepted 06/28/2022	6/28/2022
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	Timber Ridge Level C RTC This regulation was NOT MET as evidenced by: "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. Examples of abuse include acts such as: 3. Use of language that demeans, threatens, intimidates, or humiliates the person; While conducting an internal investigation the provider determined a preponderance of evidence substantiates the	PR) 06/23/2022 As Corrective Action, Timber Ridge School completed refresher training with the alleged against staff member. Training included: Therapeutic Crisis Intervention (TCI 7th Edition) Lessons: • <u>Self-Awareness</u> – Being aware of and managing personal emotional triggers, and having the ability to recognize verbal and nonverbal actions that may escalate and de-escalate a situation. • <u>Knowing the Child</u> – Ability to assess individuals' behaviors, knowing their baseline behaviors and making decisions that provide behavior support and acknowledge emotions. • <u>Power Struggles</u> – Train on recognizing when we are engaged in a power struggle	6/28/2022

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		allegation of verbal abuse due to the following: • An allegation was made that Employee 1 threatened individuals receiving services. • Although the witnesses were not in agreement with the exact statement made, there was agreement that Employee 1 had a negative verbal exchange with individuals. • Witnesses allege Employee 1 either said "sit the fuck down" or "sit your ass down" to the individuals receiving services.	, or conflict cycle, and methods of breaking the cycle, such as changing or dropping an expectation, offering a different solution, or offering choices and giving time to decide. Regulations Reviewed with the staff member included: • R-1222 – Prohibitions in Managing Student Behavior • R-4814 – Staff Student Relationships • R-4860 – Standards in Professional Conduct The staff member completed the training and acknowledged it on 06/13/2022, and it was documented in the personnel file. In addition to training the staff member, Timber Ridge School had conducted training on Staff-Student Relationships as a campus wide training for all staff in March 2022. This training included expectations that using profanity or other demeaning language is prohibited, and the benefits of providing behavior support was reviewed. These expectations will be reviewed again in the campus wide in-service training on 6/28/2022. That training will also acknowledge that Timber Ridge School has a goal of maintaining a culture of respect and support of all individuals in care, which must be reflected through staff's actions and behavior, including language. It will also note that staff who use profanity and/or demeaning language may face disciplinary action that may include termination of employment. This will be monitored by the Director of Quality Assurance and the Chief Executive Officer.	

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			At this time, the staff member is working on campus (as of 6/13/22), but is not in contact with the students involved in the allegation of abuse, pending the final report by Frederick County CPS, which is due by 6/28/22. OHR/OLR) Accepted 06/24/2022	

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