

**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: 06-05-2026

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.		6/26/2026
12VAC35-115-110. A. - Each individual is entitled to be completely free from any unnecessary use of seclusion, restraint, or time out.	N	Timber Ridge Level C RTC This regulation was NOT MET as evidenced by: During an internal investigation the provider determined the following: • Individual 1 was displaying escalated behaviors on the unit. • Individual 1 flipped over a table on the unit, but it is important to note that no other person was located in the area of the table and there was no risk of harm to self or others. • Employee 1 initiated a physical restraint on Individual 1 which further escalated Individual 1's behaviors. • Employee 1 initiated a physical restraint on Individual 1 when Individual 1 was not an active threat to harm self or others.	PR) 06/23/2026 • Staff received a letter to file which included a summary of a conversation with the Lead TCI trainer, regarding behavior support techniques and the decision-making process for implementing safety interventions. • Staff also attended an in-person TCI refresher on 5/19/26 which covered Behavior Support Techniques, Crisis Co-Regulation and the Life Space Interview. • Staff will receive monthly supervision from the unit director • Staff will attend required quarterly TCI refreshers OHR/OLR) Accepted 06/24/2026	6/26/2026

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12VAC35-115-110. C. (9a) - The provider's duties. 9. Providers shall comply with all applicable state and federal laws and regulations, certification and accreditation standards, and third party requirements as they relate to seclusion and restraint. 9a. Whenever an inconsistency exists between this chapter and federal laws or regulations, accreditation or certification standards, or the requirements of third party payers, the provider shall comply with the higher standard.	N	Timber Ridge Level C RTC This regulation was NOT MET as evidenced by: During an internal investigation the provider determined the following: • Employee 2 responded to assist with escorting Individual 1 into the social removal area following Individual 1's escalated behavioral outbursts after the initiation of a restraint completed by Employee 1. • Employee 2 can be seen on video picking up Individual 1 from behind with Individual 1's feet dangling less than an inch from the ground and briefly carrying Individual 1 towards the social removal area. • Lifting individuals off of their feet is not in compliance with the provider's internal standards or accreditation.	PR) 06/23/2026 • Staff received a letter file addressing the expectations of the campus charge position. • Lead TCI Trainer reviewed the following regulations- 2132- Use of Therapeutic Crisis Intervention (TCI), 2132.AP- Protocol for performing physical restraint, 2140- Supervision Policies and Procedures, 2140.AP- Protocol for Supervision and Safety, 2301- Social Removal, 2301.AP- Protocol for Social Removal, 2640- Student and Campus Note entries • Completed TCI refresher on 5/19/26 which covered Behavior Support Techniques, Crisis Co-regulation and the Life Space Interview. • Prior to returning to work with students, a review of the incident was completed with staff and a supervision note added to his file. • Staff will receive monthly supervision from the Operations Services Coordinator. • Staff will attend required quarterly TCI refreshers OHR/OLR) Accepted 06/24/2026	6/26/2026

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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.				
_____ Artea Ambrose, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				