

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

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License #: **493-14-060**

Organization Name: **Timber Ridge School**

Date of Inspection: **01-04-2023**

Program Type/Facility Name: **14-060 Timber Ridge SA 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 SA RTC 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	Timber Ridge SA 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: Use of language that demeans, threatens, intimidates, or humiliates the person. CHRIS A#20220102/Incident date: 12/01/22	PR) 01/19/2023 Timber Ridge SA 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: Use of language that demeans, threatens, intimidates, or humiliates the person.	2/8/2023

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		Provider substantiated verbal abuse based on the following: - On 12/2/22 Individual #1 reported that Employee #1 told Individual #1 that if Individual #1 did not stop speaking Entity #2, then Individual #1 should go to the Entity #1. - Individual #2 and Individual #3 were interviewed as part of the investigation and reported that they overheard Employee #1 tell Individual #1 that if Individual #1 did not stop speaking Entity #2, then Individual #1 should go to the Entity #1. Use of language that is demeaning, threatening, intimidating, and humiliating to an individual receiving services and might cause psychological harm is a violation of 12VAC35-115-50(B)(2).	CHRIS A#20220102/Incident date: 12/01/22 Provider substantiated verbal abuse based on the following: - On 12/2/22 Individual #1 reported that Employee #1 told Individual #1 that if Individual #1 did not stop speaking Entity #2, then Individual #1 should go to the Entity #1. - Individual #2 and Individual #3 were interviewed as part of the investigation and reported that they overheard Employee #1 tell Individual #1 that if Individual #1 did not stop speaking Entity #2, then Individual #1 should go to the Entity #1. Use of language that is demeaning, threatening, intimidating, and humiliating to an individual receiving services and might cause psychological harm is a violation of 12VAC35-115-50(B)(2). Employee #1 will receive a disciplinary letter to file detailing the incident and findings from the Director of Residential & Case Management Services. Employee #1 will be required to take two online classes from the Substance Abuse and Mental Health Administration (SAMHSA), U.S. Department of Health and Human Services	

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			(HHS) via CE-credit.com. They are: Treatment Improvement Protocols (TIP) 59 – Improving Cultural Competence – An Introduction Treatment Improvement Protocols (TIP) 59 – Improving Cultural Competence – Pursuing Organizational Cultural Competence Employee #1 will need to pass the exam at the end of each course which is a required 75% or better. Completion of courses will result in a certificate which will be documented in the employee's personnel file. The Director of Residential & Case Management Services will assist the employee in setting up the account and reviewing the classes. This will be completed by 1/24/23. The employee will have the courses completed by 2/8/23 with the Director of Residential & Case Management Services overseeing completion. OHR/OLR) Accepted 01/20/2023	

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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				