

**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: **03-08-2023**

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. D. (1) - The provider's duties: 1. Providers shall recognize, respect, support, and protect the dignity rights of each individual at all times. In the case of a minor, providers shall take into consideration the expressed preferences of the minor and the parent or guardian.	N	Timber Ridge SA RTC This regulation was NOT MET as evidenced by: During an internal investigation the provider substantiated the allegation based on the following: - Individual 1 alleged Employee 1 stated Individual 1 was "acting like an ape" while Individual 1 was animatedly speaking while waving hands. - Employee 1 admitted to making this statement to Individual 1. - Eyewitnesses corroborate the allegation. - Employee 1 failed to protect the dignity rights of Individual 1 by comparing Individual 1's actions to that of an animal.	PR) 03/28/2023 This regulation was NOT MET as evidenced by: During an internal investigation the provider substantiated the allegation based on the following: - Individual 1 alleged Employee 1 stated Individual 1 was "acting like an ape" while Individual 1 was animatedly speaking while waving hands. - Employee 1 admitted to making this statement to Individual 1. - Eyewitnesses corroborate the allegation.	5/5/2023

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			Employee 1 failed to protect the dignity rights of Individual 1 by comparing Individual 1's actions to that of an animal. 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 (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 that 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	

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			be completed by March 20, 2023. The employee will have the courses completed by March 27, 2023 with the Director of Residential & Case Management Services overseeing completion. The CEO with support from the Administrative Operations Team (Director of Residential & Case Management Services, Director of El Recorrido, and Director of Finance) will conduct a campus wide training on Cultural Competency & Sensitivity which will be completed by May 1, 2023. Staff will be required to sign an attestation form after attending the training that will be added to their personnel file. The CEO with support from the Administrative Operations Team (Director of Residential & Case Management Services, Director of El Recorrido, and Director of Finance) and the Human Resources Department will add training on Diversity, Equality, and Inclusion to the New Hire Orientation training which will be completed by May 5, 2023. OHR/OLR) Accepted 03/28/2023	

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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				