License #: **5234-14-002**
Organization Name: **Hallmark Youth Care - Richmond, LLC**

Date of Inspection: **05-18-2023**
Program Type/Facility Name: **14-002 Hallmark Youthcare TSAY**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-300. B. (10) - The records of each employee shall include: 10. A current job description.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of a job description.	PR) 07/10/2023 There is no documented evidence of a job description in employee #2's personnel record. 1. Employee #2 provided signed copy of her job description dated 9.12.23 to HR on 6.21.23 2. HR Generalist has dedicated a portion of New Employee Orientation for reviewing and signing job descriptions. HR Generalist to ensure that all signed Job Descriptions are collected during orientation day one. 3. HR Generalist will complete the personnel records audit and the end of each scheduled orientation class, HR Director will monitor that procedure is followed by monthly audit. 4.By 8.31.23 HR Generalist will complete HR personnel record audit OLR) Partially Accepted 07/11/2023 Please correct the date (year) on #1. Date indicates 9/12/2023, which is in the future. Thank you PR) 07/11/2023	8/31/2023

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Date of Inspection: **05-18-2023**
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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			There is no documented evidence of a job description. 1. Employee #2 provided signed copy of her job description dated 9.19.2022 to HR on 6.21.23 2. HR Generalist has dedicated a portion of New Employee Orientation for reviewing and signing job descriptions. HR Generalist to ensure that all signed Job Descriptions are collected during orientation day one. 3. 3. HR Generalist will complete the personnel records audit and the end of each scheduled orientation class, HR Director will monitor that procedure is followed by monthly audit. 4.By 8.31.23 HR Generalist will complete HR personnel record audit OLR) Accepted 07/11/2023	

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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	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #1's personnel record, there is no documented evidence of references.	PR) 07/10/2023 There is no documented evidence of references in employee #1's personnel record. 1. HR Recruiter will require applicants to submit references during the interview process on Employment Reference form. Reference compete on employee #1 2.HR Recruiter will contact, verify reference prior to hire, document on employment reference form. HR Generalist will place employment reference form in the employee personnel file 3. 3. HR Generalist will complete the personnel records audit and the end of each scheduled orientation class, HR Director will monitor that procedure is followed by monthly audit. 4.By 8.31.23 HR Generalist will complete HR personnel record audit OLR) Accepted 07/11/2023	8/31/2023

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Date of Inspection: **05-18-2023**
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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2a) - 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: 2a. Alerting emergency personnel and sounding alarms;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (2b) - 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: 2b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3a. The objectives of the facility;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3b) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3b. Practices of confidentiality;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3c. The decision-making plan;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3d) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3d. These regulations including the prohibited actions as outlined in this regulation;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3e) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students/interns shall be given orientation and training regarding: 3e. Other policies and procedures that are applicable to their positions, duties, and responsibilities.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (5) - Required initial training: 5. Within 30 days following their begin date, all staff working with residents shall be trained in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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 community relations.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (9) - Required initial training: 9. All staff shall be trained in any area of quality improvement as identified from the results of the quality improvement plan.	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there is no documented evidence of the required initial training. The orientation checklist is not completed.	PR) 07/10/2023 The orientation checklist is not completed in employee #2's personnel record 1. Staff Development Coordinator reviewed sign in sheets and signed off on Employee #2's new orientation checklist to verify completion. 2. An employee orientation audit checklist will be implemented to ensure all mandatory trainings are completed upon hire. 3. Staff development coordinator will conduct an audit, biweekly, after each class has finished orientation to ensure completion of all mandatory trainings. OLR) Accepted 07/11/2023	7/10/2023
12VAC35-46-310. B. (1a) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1a. Alerting emergency personnel and sounding alarms;	N	Hallmark Youthcare TSAY This regulation was NOT MET as evidenced by: In review of Employee #1's personnel record, there is no documented evidence of annual training in emergency preparedness and response.	PR) 07/10/2023 There is no documented evidence of annual training in emergency preparedness and response in employee #1's personnel record 1. Employee #1 was trained on emergency preparedness and response, proof of completion has been placed in staff development file. 2. Annual training checklist audit will be implemented to ensure all annual trainings are completed. 3. Staff development coordinator will conduct an end-of-year audit to ensure all mandatory annual trainings have been completed. OLR) Accepted 07/11/2023	7/10/2023

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General Comments / Recommendations:
LS recommends provider review 2VAC35-46-300. Personnel records and 12VAC35-46-310. Staff development for compliance.

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.

Melonie Beatty, Licensing Specialist	(Signature of Organization Representative)	Date

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