DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **630-14-001**
Organization Name: **Hughes Center for Exceptional Children**

Date of Inspection: **11-20-2024**
Program Type/Facility Name: **14-001 The Hughes Center**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	The Hughes Center This regulation was NOT MET as evidenced by: See OHR citations below.		
12VAC35-115-60. A. - Each individual receiving services shall receive those services according to law and sound therapeutic practice.	N	The Hughes Center This regulation was NOT MET as evidenced by: Per the provider's investigative findings and through video camera review by OHR Region 3 Advocate, Employee #1 did not provide sound therapeutic practices by not practicing the least restrictive intervention when taking crayons from Individual #1, as Individual #1 was breaking crayons, but not bothering surrounding peers.	PR) 01/31/2025 The facility made the following changes to internal processes to ensure compliance to the regulation: • Immediately following the event: ◦ Internal investigation was conducted. ◦ Employee was placed on administrative suspension pending the outcome of the investigation. ◦ Allegation of abuse was immediately reported to local law enforcement and DBHDS per reporting requirements. • All staff training: ◦ Handle with Care refresher course by Handle with Care Trainer to review the proper use of restraint and	02/07/2025 00:00:00

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			therapeutic interventions. ◦ Focus placed on imminent risk, crisis cycle and interventions at each stage of the crisis cycle to prevent the use of restraint. • Town Hall: ◦ To address issues that have occurred as well as some standard communication that needs to be given to all staff ◦ Attendance will be maintained and documented in the human resources personnel file by the Human Resources Manager. OHR/OLR) Accepted 02/07/2025	

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.

Mandy Crowder, Human Rights	(Signature of Organization Representative)	Date

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