

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

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License #: **641-14-001**

Organization Name: **United Methodist Family Services**

Date of Inspection: **10-18-2022**

Program Type/Facility Name: **14-001 United Methodist Family Services**

<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	United Methodist Family Services 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	United Methodist Family Services 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. Upon review of CHRIS entry, A-20220083, the provider's investigation included eyewitness statements, video review and staff admission which revealed: Employee 1 used language to demean, threaten,	PR) 10/19/2022 UMFS disagrees with the following statements: - Employee 1 used language to demean, threaten, intimidate, or humiliate Individual 1 during the provision of services. - Employee 1 was witnessed to slap a donut away from the mouth of Individual 1. The employee did not use language that did any of those things. He was rude to the youth about the youth taking the donut but did not call the youth names nor demean him. He told him not to take a donut that did not belong to him. The employee did not slap the youth at all. He took the donut out of the youth's mouth and in so doing did touch the youth's face. Both youth and staff indicated staff did not slap youth.	11/18/2022

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		intimidate, or humiliate Individual 1 during the provision of services. Employee 1 was witnessed to slap a donut away from the mouth of Individual 1. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of verbal and physical abuse.	Action plan: - No outside food unless it will be shared with the entire group or will be kept and eaten in the back office - Youth and staff will undergo relationship repair - Staff will have been moved from the suite where the youth is located until the relationship is repaired - Additional supervision for this staff member around power struggling, self-control and appropriate verbal discussions to have with youth - Verbal warning to be given to staff member - This is a staff specific incident and not a systemic issue. This staff member will be monitored by his direct supervisor, and the Associate Director for CFHC - The entire staff will receive additional supervision around power struggles, rewards for positive behavior, and how to help other staff members leave a situation when they need a	

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			moment to cool down. • • Monitored by UM, Associate Director of CFHC OHR/OLR) Accepted 10/21/2022	

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