DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **769-14-008**
Organization Name: **Dominion Services for all People, LLC**

Date of Inspection: **06-10-2025**
Program Type/Facility Name: **14-008 DSFAP-First Step**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	DSFAP-First Step This regulation was NOT MET as evidenced by: During the time of the unannounced inspection the room identified as the "pink room" needs to have the carpeting replaced. Two bedrooms on the second floor had doors kicked in and needs to be repaired or replaced. The mirror in the master bathroom needs to be replaced as it is badly tarnished and deteriorated.	PR) 07/23/2025 The Director will schedule the replacement of the carpeting in the pink room . The Director will source materials that meet quality standards and ensure they are installed by a professional contractor. **Repair/Replacements of Doors in Second Floor Bedrooms:** The damage to the doors of the two bedrooms on the second floor. Depending on the extent of the damage, we will either repair or replace the doors as needed. A contractor will be engaged for this task to ensure a quality finish. **Replacement of Mirror in the Master Bathroom:**The tarnished and deteriorating mirror in the master bathroom will be replaced with a new one that meets aesthetic and functional standards. The Director will ensure all tasks are completed . OLR) Accepted 07/24/2025	8/11/2025

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Program Type/Facility Name: **14-008 DSFAP-First Step**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. B. (3) - Individualized service plans shall describe in measurable terms the: 3. Goals, objectives, and strategies established for the resident;	N	DSFAP-First Step This regulation was NOT MET as evidenced by: During the time of the unannounced inspection Individual's #1 and #2's ISP did not clearly outline goals and objective strategies in measurable terms.	PR) 07/23/2025 The Director will perform a comprehensive assessment of the current Individual Support Plans (ISPs) for Individuals #1 and #2 to pinpoint any deficiencies and areas where measurable goals and objectives are absent. Additionally, the Director will implement an electronic health record system designed to minimize errors and incorporate clear, measurable treatment goals. Once the ISPs have been revised, the implementation process will begin, ensuring that all staff involved are fully informed of the changes and clearly understand their responsibilities in achieving the established goals and objectives. The Program Therapist will take on the responsibility of reviewing and evaluating client treatment plans to ensure they align with the revised objectives. OLR) Accepted 07/24/2025	8/20/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-750. D. (3) - The provider shall develop and implement written policies and procedures to document progress of the resident towards meeting goals and objectives of the individualized service plan that shall include the: 3. Person responsible.	N	DSFAP-First Step This regulation was NOT MET as evidenced by: During the time of the unannounced inspection Individuals #1 and #2 did not show evidence in the ISP the person or persons responsible for the assisting the Individuals with obtaining the goals.	PR) 07/23/2025 The Director will perform a comprehensive assessment of the current Individual Support Plans (ISPs) for Individuals #1 and #2 to pinpoint any deficiencies and areas where measurable goals and objectives are absent. Additionally, the Director will implement an electronic health record system designed to minimize errors and incorporate clear, measurable treatment goals. Once the ISPs have been revised, the implementation process will begin, ensuring that all staff involved are fully informed of the changes and clearly understand their responsibilities in achieving the established goals and objectives. The Program Therapist will take on the responsibility of reviewing and evaluating client treatment plans to ensure they align with the revised objectives. OLR) Accepted 07/24/2025	8/20/2025

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General Comments / Recommendations:
Licensing Specialist recommended that the facility consider a refresh of the interior space, including a new coat of paint using more calming and therapeutic colors known to promote well-being, such as soft blues, greens, or neutrals throughout the facility. Currently the facility is gray and appears dark, dim and gloomy.

Replace the flooring in what is identified as the "pink room" fix the peeling wall paper in the room as the carpeting is dirty and the wallpaper is hanging off the wall.

Document alternative meal choices on the menu.

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.

Donna Ross, Licensing Specialist	(Signature of Organization Representative)	Date

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