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: **07-16-2025**
Program Type/Facility Name: **14-008 DSFAP-First Step**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (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	DSFAP-First Step This regulation was NOT MET as evidenced by: See OHR citations below.		9/8/2025

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12VAC35-115-40. B. (1) - Individuals are entitled to know what their rights are under these regulations; therefore, providers shall take the following actions: 1. Display, in areas most likely to be noticed by the individual, a document listing the rights of individuals under these regulations and how individuals can contact a human rights advocate. The document shall be presented in the manner, format, and languages most frequently understood by the individual receiving services.	N	DSFAP-First Step This regulation was NOT MET as evidenced by: During an unannounced visit and inspection of the home, the Human Rights Poster with contact information was not posted in a common area of the home.	PR) 09/25/2025 To ensure the Human Rights Poster is properly displayed and maintained, the following actions will be taken: 1. Immediate Posting: Post the Human Rights Poster with current contact information in a prominent, accessible, and visible common area for all residents and visitors. Immediately post the Human Rights Poster with current contact information in a prominent common area of the home, accessible and visible to all residents and visitors. 2. Review and reinforce policy regarding the mandatory display of the Human Rights Poster with all current staff members, and add the poster to the regular home inspection checklist to verify the presence and visibility of the Human Rights Poster. 3. The staff on duty will conduct unannounced spot checks (at least monthly) to ensure the Human Rights Poster remains properly displayed. 4. Human Resources will train all new staff during their onboarding process on the importance and location of the Human Rights Poster. OHR/OLR) Accepted 01/07/2026	9/8/2025
12VAC35-115-50. C. (3e) - In services provided in residential and inpatient settings, each individual has the right to: 3. Live in	N	DSFAP-First Step This regulation was NOT MET as evidenced by: During an unannounced visit and inspection of the home, it was shown that the air filter needs to be clean and	PR) 09/25/2025 Work: The source of the water leak was accurately identified, and the necessary repairs were executed.	9/8/2025

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a humane, safe, sanitary environment that gives each individual, at a minimum: 3e. Clean air, free of bad odors;		changed. There is also a water leak in the ceiling of the dining area.	Sanitation and Restoration: The entire impacted area underwent a thorough drying of all surfaces to prevent mold growth. Any materials that had sustained damage due to water exposure, such as ceiling tiles or sections of drywall, were carefully removed and disposed of. Preventive Measures: Inspection - A comprehensive and detailed inspection of the entire plumbing system throughout the facility has been scheduled. This will involve a thorough assessment by qualified professionals to identify and correct any additional vulnerabilities, aging components, or potential failure points before they lead to further leaks or issues. Regular Maintenance and Monitoring Plan: A proactive maintenance and monitoring plan has been developed. This plan includes scheduled routine inspections of all plumbing fixtures, pipes, and associated systems, as well as regular checks for signs of wear, corrosion, or potential leaks. The goal is to identify and address minor issues before they escalate into significant problems, thereby preventing future occurrences of water damage. Vented cleaning is part of the night shift's responsibility. The PM will monitor the vents weekly to ensure the night shift is completing the task according to the weekly schedule. The night shift is also responsible for inspecting and changing air filters, which is done every two months, with documentation of the inspection and replacement dates. OHR/OLR) Accepted 01/07/2026	

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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.

Latoya Wilborne, Human Rights	(Signature of Organization Representative)	Date

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