DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **779-14-008**
Organization Name: **Open Arms Family Services, Inc.**

Date of Inspection: **04-20-2022**
Program Type/Facility Name: **14-008 Omega I Residential Service**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Omega I Residential Service This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 04/28/2022 The Program Manager is responsible for the day-to-day supervision of the residents and staff supervision. The Program Director has re-trained current staff on Behavior Management and Key Control. The Program Director will conduct annual training on Behavior Management and Key Control. Omega I has added a deadbolt lock to the staff office door to ensure an additional level of security as it relates to the van keys. Staff will be required to lock the deadbolt at all times when they are out of the staffs office. The Program Director will develop a policy on Key Management/Control to ensure all staff are aware of the procedures of how the secure the keys and expectation around key security. OLR) Accepted 05/03/2022	5/18/2022

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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	Omega I Residential Service This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. • Upon review of CHRIS entry A-20220001 on 4/20/22, the provider's investigation determined Employee #1 failed to provide proper supervision and neglect was found. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1.	PR) 04/28/2022 The Program Manager is responsible for the day-to-day supervision of the residents and staff supervision. The Program Director has re-trained current staff on Behavior Management and Key Control. The Program Director will conduct annual training on Behavior Management and Key Control. Omega I has added a deadbolt lock to the staff office door to ensure an additional level of security as it relates to the van keys. Staff will be required to lock the deadbolt at all times when they are out of the staffs office. The Program Director will develop a policy on Key Management/Control to ensure all staff are aware of the procedures of how the secure the keys and expectation around key security. OHR/OLR) Accepted 05/02/2022	5/18/2022

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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.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

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