DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **804-14-009**
Organization Name: **OLA Home for Boys, LLC**

Date of Inspection: **05-23-2023**
Program Type/Facility Name: **14-009 House # 2**

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	House # 2 This regulation was NOT MET as evidenced by: See OHR citation.		

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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	House # 2 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. Examples of abuse include acts such as: Use of language that demeans, threatens, intimidates, or humiliates the person. Upon review of CHRIS entry A-20230012, the provider's investigation revealed: • Employee #1 used inappropriate word choice and de-escalation techniques with Individual #1. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of verbal abuse.	PR) 06/28/2023 PREVENTION: Upon notification of the potential human rights violation, Employee #1 was immediately relieved of her duties until an investigation was performed. The Program Director conducted an investigation and concluded that Employee #1 violated the rights of Individual #1. Employee #1 was given a written warning, suspended for five days, and required to complete the following training: Human Rights, Triggers, and De-escalation Techniques prior to resuming her assigned duties. See the uploaded document that supports the above-mentioned preventive measures. The Program Director is responsible for providing oversight of Counselors to uphold Human Rights. All counselors are required to receive the above-mentioned training along with all other mandated pieces of training at least annually. The Administrative is responsible for ensuring all Counselors are in compliance with required trainings. OHR/OLR) Accepted 06/28/2023	5/18/2023

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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.

Andrea Milhouse, Human Rights	(Signature of Organization Representative)	Date

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