DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **8797-14-008**
Organization Name: **The Hallows by Samaritan House, LLC**

Date of Inspection: **10-06-2025**
Program Type/Facility Name: **14-008 The Hallow**

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	The Hallow This regulation was NOT MET as evidenced by: See OHR citations below.		

License #: **8797-14-008**
Organization Name: **The Hallows by Samaritan House, LLC**

Date of Inspection: **10-06-2025**
Program Type/Facility Name: **14-008 The Hallow**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	The Hallow 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 of goods, or services necessary to the health, safety, or wellness of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse." Upon review CHRIS entry A- 20250002; the provider's investigation includes staff admission and eyewitness statements which revealed that determined that Employee #1 did not administer Medication #1, Medication #2 and Medication #3 to Individual #1 . Based on the investigative findings of the provider, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 10/16/2025 On the evening of September 13, 2025, Individual 1 did not receive her prescribed dose of medications (Animal Chew, Fluoxetine HCL 20mg, & Magnesium Glycinate). The missed doses were due to a PRN staff member overlooking that the resident's has scheduled evening medication. Upon identification of the issue, immediate corrective action was initiated. The staff member responsible was questioned regarding the missing medications. The incident was reported to the appropriate authorities, including the Office of Licensing, within the required timeframe. The individual's physicians were notified, and the directive was to continue administering the medication as prescribed. The involved staff member received retraining on medication administration protocols and proper MAR documentation and a write up. Another alarm/reminder system was implemented to notify staff of scheduled medication times. Any changes in individual care plans or medication schedules will be immediately communicated to all staff via company email. The Program Director and On-Site Supervisor continue weekly MAR audits to identify and address any discrepancies. OHR/OLR) Accepted 10/17/2025	9/17/2025

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **8797-14-008**
Organization Name: **The Hallows by Samaritan House, LLC**

Date of Inspection: **10-06-2025**
Program Type/Facility Name: **14-008 The Hallow**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date

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