DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **909-14-003**
Organization Name: **Harbor Point Behavioral Health Center**

Date of Inspection: **04-14-2025**
Program Type/Facility Name: **14-003 Harbor Point Behavioral Health**

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	Harbor Point Behavioral Health This regulation was NOT MET as evidenced by: See OHR citations.		

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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	Harbor Point Behavioral Health 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. Employee #1 cursed at and called individual #1 out of her name.	PR) 05/20/2025 The facility internal investigation did not evidence Employee #1 cursing at Individual #1, nor calling her out of her name. Employee #1 denied any inappropriate wording, and has had no prior similar issues. The facility appealed the issuing of a citation with the assigned DBHDS Advocate and the Regional Manager, but was informed that the citation will remain based on information the individual reported to the DBHDS Advocate during an in-person interview. The facility takes staff development seriously and agreed to provide Employee #1 with refresher training. The review of this case did not indicate any systemic issues and no adjustments have been made to processes or protocols. Employee #1 completed a video debriefing of the interaction with the Assistant Director of Risk Management. The employee also completed re-education regarding therapeutic communication and verbal de-escalation. The facility concluded these steps and documented the staff attestation to the training, attached, on May 15th, 2025. OHR/OLR) Accepted 05/27/2025	5/15/2025

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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