DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **07-06-2026**
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 below.		
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: 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. See § 37.2-100 of the Code of Virginia. • Per provider's CHRIS report #A20260161, based on a preponderance of the evidence which included staff admission, the provider substantiated the allegation of Neglect,	PR) 07/27/2026 **Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation.** On 06-18-2026, at about 0938hrs, Individual # 1 entered her bedroom without being supervised or observed by Employee #1. When Employee #1 noticed that Individual #1 was not in the lounge with other individuals, Employee #1 went into Individual #1's bedroom to check on her. During the investigation, Employee #1 admitted that they observed Individual #1 under her desk in the bedroom, evidently in distress. Instead of calling for immediate assistance, Employee #1 delayed calling for assistance for several minutes, thus neglecting her responsibility to keep Individual #1 safe from harm. When Employee #1 finally called	6/29/2026

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		failure to provide services necessary for health, safety and welfare. Employee #1 and Employees #2 failed to provider services that was consistent with the needs of the Individual #1. • As a result of Employee #1 and Employee's actions, Individuals #1's engaged in Self Injurious Behavior.	for assistance, and support staff arrived on the unit, Employee #1 left the unit without directing the required assistance to ensure that Individual #1 was not in harm's way. By their failure to call for timely assistance for Individual #1, and by leaving the unit without assisting to ensure the safety of Individual #1 when support staff arrived, Employee #1 displayed a neglectful behavior toward Individual #1 and thus compromised Individual # 1's safety and wellbeing. Employee #2, on the other hand, clarified that they were engaged with the other individuals to prevent them from becoming dysregulated on account of the distress Individual #1 was experiencing on the unit. Upon further investigation by Risk Management, Employee #2 was observed taking another individual from the unit for an impromptu therapy session, because that individual was presenting acuity on account of what was happening on the unit. The investigation determined that by focusing on and assisting other individuals, and especially by removing from the unit the individual who presented increased dysregulation and acuity, Employee #2 did not neglect the safety of Individual #1. However, Individual #2 was verbally admonished by their supervisor and Risk Management to be more involved in ensuring the safety of individuals in immediate distress. **Include a plan of action to address systematic changes (process/protocols, etc.) that have been or will be implemented to ensure you remain in compliance with the regulation.** Individual #1 was suspended on 6-18-2026 pending the completion of the investigation. On 6-29-2026, Employee #1 was terminated for	

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			negligence and for failure to assist Individual #1 who was under their supervision. **Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist).** The Program Manager and the Director of Risk Management will continue to monitor all employees for compliance with facility policy and state regulations. **By what date will you have each planned corrective action completed (Ex. Date training completed or Date protocol implemented)?** 6/29/2026 OHR/OLR) Accepted 07/29/2026	

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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