DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **950-14-008**
Organization Name: **Purvis Network, Inc.**

Date of Inspection: **12-30-2021**
Program Type/Facility Name: **14-008 Bell's Haven**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-280. A. (2) - There shall be a written job description for each position that, at a minimum, includes the: 2. Duties and responsibilities of the incumbent;	N	Bell's Haven This regulation was NOT MET as evidenced by: The job description for Employee #1 did not include duties and responsibilities of the incumbent.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. An updated job description to include duties and responsibilities. The job title of the immediate supervisor; and minimum education, experience, knowledge, skills, and abilities required for the entry-level performance of the job have been updated. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-310. B. (1a) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1a. Alerting emergency personnel and sounding alarms;	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in emergency preparedness and response.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 &2 records have been updated. Within seven days following their beginning date, each staff member responsible for the supervision of children shall receive a basic orientation to Bell's Haven behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeouts, and physical restraint. Within 14 days following an individual's beginning date, or before an individual is alone supervising children, Bell's Haven shall conduct emergency preparedness and response training that will include: Alerting personnel and sounding alarms. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-310. B. (1b) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1b. Implementing evacuation procedures, including evacuation of residents with special needs (i.e., deaf, blind, nonambulatory);	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in emergency preparedness and response.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 &2 records have been updated. Within seven days following their beginning date, each staff member responsible for supervising children shall receive a basic orientation to Bell's Haven behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeouts, and physical restraint. Within 14 days following an individual's beginning date, or before an individual is alone supervising children, Bell's Haven shall conduct emergency preparedness and response training that will include: Implementing evacuation procedures. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-310. B. (1c) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1c. Using, maintaining, and operating emergency equipment;	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in emergency preparedness and response.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 &2 records have been updated. Within seven days following their beginning date, each staff member responsible for supervising children shall receive a basic orientation to Bell's Haven behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeouts, and physical restraint. Within 14 days following an individual's beginning date, or before an individual is alone supervising children, Bell's Haven shall conduct emergency preparedness and response training that will include: 1. Using, maintaining, and operating emergency equipment. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-310. B. (1d) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1d. Accessing emergency information for residents including medical information;	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in emergency preparedness and response.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 &2 records have been updated. Within seven days following their beginning date, each staff member responsible for supervising children shall receive a basic orientation to Bell's Haven behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeouts, and physical restraint. Within 14 days following an individual's beginning date, or before an individual is alone supervising children, Bell's Haven shall conduct emergency preparedness and response training that will include: 1. Accessing emergency information for residents, including medical information Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-310. B. (1e) - Required annual retraining: 1. All employees, contractors, students/interns, and volunteers shall complete an annual refresher emergency preparedness and response training that shall include: 1e. Utilizing community support services.	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in emergency preparedness and response.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 &2 records have been updated. Within seven days following their beginning date, each staff member responsible for supervising children shall receive a basic orientation to Bell's Haven behavior intervention policies, procedures, and techniques regarding less restrictive interventions, timeouts, and physical restraint. Within 14 days following an individual's beginning date, or before an individual is alone supervising children, Bell's Haven shall conduct emergency preparedness and response training that will include: Utilizing community support services. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-310. B. (4) - Required annual retraining: 4. All staff working with residents shall receive annual retraining in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 & 2 records have been updated to include annual required training: All staff working with residents shall receive annual retraining in child abuse and neglect mandatory reporting maintaining appropriate professional relationships and interactions among staff and residents, and suicide prevention. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-310. B. (5) - Required annual retraining: 5. All staff shall receive annual retraining on the provider's policies and procedures regarding standard precautions.	N	Bell's Haven This regulation was NOT MET as evidenced by: Personnel records for Employee #1 and Employee #2 did not contain evidence of annual re-training on the provider's policies and procedures regarding standard precautions.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Employee 1 & 2 records have been updated to include annual required training: All staff shall receive annual retraining on the Bell's Haven policy and procedures regarding standard precautions. Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-420. C. - The facility shall document annually after the initial application that buildings and equipment are maintained in accordance with the Virginia Statewide Fire Prevention Code (13VAC5-51).	N	Bell's Haven This regulation was NOT MET as evidenced by: At the time of the inspection, the provider did not have evidence of an annual fire inspection.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven shall document at the time of its original application, and annually after that, buildings and equipment are maintained in accordance with the Virginia Statewide Fire Prevention Code (13 VAC 5-51-10 et. Seq). Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-420. D. (1) - At the time of the original application and at least annually thereafter the buildings shall be inspected and approved by state or local health authorities, whose inspection and approval shall include: 1. General sanitation;	N	Bell's Haven This regulation was NOT MET as evidenced by: At the time of the inspection, the provider did not have evidence of an annual sanitation inspection.	PR) 01/07/2022 P.R will follow Bell's Haven policy and procedures. At the time of its original application and annually after that the buildings shall be inspected and approved by state or local health authorities, whose inspection and approval shall include: 1. General sanitation; 2. The sewage disposal system; 3. The water supply; 4. Foodservice operations; and 5. Swimming pools (Bell/s haven does not own a swimming pool). Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-840. J. - The provider shall develop and implement	N	Bell's Haven	PR) 01/07/2022 P.R will follow Bell's Haven policy and	1/21/2022

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written policies and procedures that include use of standard precautions and address communicable and contagious medical conditions. These policies and procedures shall be approved by a medical professional.		This regulation was NOT MET as evidenced by: The provider's policy did not address COVID-19 as a communicable and contagious disease. The policy did not have evidence of being approved by a medical professional.	procedures. . All staff shall be trained within 30 days of employment and annually after that on the Facility's policies and procedures regarding universal precautions. Bell's Haven shall implement infection control measures, including the use of universal precautions. UNIVERSAL PRECAUTIONS SHALL BE USED AT ALL TIMES WHEN HANDLING ANY BODILY FLUIDS. GLOVES SHALL BE USED AT ALL TIMES WHILE ASSISTING WITH TOILETING, FEEDING, OR OTHER TASKS WHICH REQUIRE THE HANDLING OF BODILY SECRETIONS SUCH AS BLOOD, NASAL MUCUS, SALIVA, URINE, FECES, INFECTED AREAS, ETC. HANDS SHALL BE WASHED BEFORE AND AFTER THE USE OF GLOVES. BOTH STAFF AND INDIVIDUALS SHALL WASH THEIR HANDS BEFORE AND AFTER HANDLING ANY FOOD PRODUCTS. UNIVERSAL PRECAUTIONS FOR THE PREVENTION OF INFECTIOUS DISEASES **1. All staff shall use gloves to prevent broken skin and mucous membrane (mouth, eye, and nasal) exposure when contact with blood or other bodily fluids (saliva, nasal discharge wound drainage, urine, feces, vaginal discharge, or semen) of any individual is anticipated. Gloves shall be worn for touching blood and body fluids, mucous membranes, or broken skin of all individuals and for handling items or surfaces**	

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			soiled with blood or bodily fluids. Gloves shall be changed after contact with everyone's blood or bodily fluids. 2. Hands and other skin surfaces shall be washed immediately and thoroughly if accidentally contaminated with blood or other bodily fluids. Hands shall be washed immediately after gloves are removed. All staff must take precautions to prevent injuries, especially those caused by sharp objects. 3. All bodily fluid spills shall be cleaned up immediately with a bleach solution in a mixture of one-part bleach to ten parts water or with an approved disinfectant. **4. The following exposures shall be reported to the Chief Administrative Officer immediately (after thorough cleaning): All needle sticks/sharp injuries** 1. Any blood or bodily fluids enter an open cut or mucous membranes such as the mouth or eye. 2. COVID exposure 3. Any communicable diseases Bell's Haven will implement quality assurance record check reviews monthly. Bell's Haven CAO or Director will monitor these reviews. OLR) Not Accepted 01/21/2022 Provider's response does not show evidence of being approved by a medical professional. PR) 02/01/2022	

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			P.R will follow Bell's Haven policy and procedures while following the CDC guidance for infectious diseases to include SARS/ COVID -19, T.B, and other blood or air-borne contagious diseases. Bell's Haven staff and residents will be vaccinated and boostered; those not vaccinated will wear face coverings while in the shared/ living area, out in the community, or within 6 feet of others. The policy has been signed and approved by a health care professional. OLR) Accepted 02/09/2022	
12VAC35-46-900. A. (1) - Within 30 days of admission, the provider shall develop and implement a written behavior support plan that allows the resident to self-manage his own behaviors. Each individualized behavior support plan shall include: 1. Identification of positive and problem behavior;	N	Bell's Haven This regulation was NOT MET as evidenced by: Clinical record for Individual #1 did not contain an individualized behavior support plan.	PR) 01/08/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven will ensure each resident record will Identify positive and problem behavior in the behavior support plan within thirty (30) days of admission. Bell's Haven will implement quality assurance record check reviews monthly, and Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-900. A. (2) - Within 30 days of admission, the provider shall develop and implement a written behavior support plan that allows the resident to self-manage his own behaviors. Each individualized behavior support plan shall include: 2. Identification of triggers for behaviors;	N	Bell's Haven This regulation was NOT MET as evidenced by: Clinical record for Individual #1 did not contain an individualized behavior support plan.	PR) 01/08/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven will ensure each resident record will Identify triggers for behaviors in the behavior support plan within thirty (30) days of admission. Bell's Haven will implement quality assurance record check reviews monthly, and Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-900. A. (3) - Within 30 days of admission, the provider shall develop and implement a written behavior support plan that allows the resident to self-manage his own behaviors. Each individualized behavior support plan shall include: 3. Identification of successful intervention strategies for problem behavior;	N	Bell's Haven This regulation was NOT MET as evidenced by: Clinical record for Individual #1 did not contain an individualized behavior support plan.	PR) 01/08/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven will ensure that each resident's record will identify successful intervention strategies for problem behavior in the behavior support plan within thirty (30) days of admission. Bell's Haven will ensure that implemented quality assurance record check reviews monthly, and Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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12VAC35-46-900. A. (4) - Within 30 days of admission, the provider shall develop and implement a written behavior support plan that allows the resident to self-manage his own behaviors. Each individualized behavior support plan shall include: 4. Techniques for managing anger and anxiety;	N	Bell's Haven This regulation was NOT MET as evidenced by: Clinical record for Individual #1 did not contain an individualized behavior support plan.	PR) 01/08/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven will ensure that each resident's record will identify techniques for managing anger and anxiety in the behavior support plan within thirty (30) days of admission. Bell's Haven will implement quality assurance record check reviews monthly, and Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022
12VAC35-46-900. A. (5) - Within 30 days of admission, the provider shall develop and implement a written behavior support plan that allows the resident to self-manage his own behaviors. Each individualized behavior support plan shall include: 5. Identification of interventions that may escalate inappropriate behaviors.	N	Bell's Haven This regulation was NOT MET as evidenced by: Clinical record for Individual #1 did not contain an individualized behavior support plan.	PR) 01/08/2022 P.R will follow Bell's Haven policy and procedures. Bell's Haven will ensure that each resident's record will provide identification of interventions that may escalate inappropriate behaviors. In the behavior support plan within thirty (30) days of admission. Bell's Haven will implement quality assurance record check reviews monthly, and Bell's Haven CAO or Director will monitor these reviews. OLR) Accepted 01/21/2022	1/21/2022

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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.

Carrie Craddock	(Signature of Organization Representative)	Date

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