



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Division of Licensing Programs: The Inspection Process



Virginia Department of Social Services Mission Statement:

To design and deliver high-quality human services that help Virginians achieve safety, independence, and overall well-being.



Licensed programs include:

- »For adults: Assisted Living Facilities (ALFs) and Adult Day Centers (ADCs)
- »For child welfare: Licensed Child Placing Agencies (LCPAs), Children's Residential Facilities (CRFs), Child Caring Institutions (CCIs), and Independent Foster Homes (IFHs)
- »DOLP serves approximately 42,500 Individuals
- »For more information on these programs and regulatory requirements visit: [VDSS Licensing](#)

THE INSPECTION PROCESS

The purpose of the inspection process is to evaluate, monitor, and determine compliance with applicable laws (Code of Virginia), regulations, and standards related to licensure. The Licensing Inspector (LI) primarily carries out these important responsibilities. The inspection also gives providers the opportunity to demonstrate systems in place to provide care and services.

ENTRANCE CONFERENCE

The entrance conference provides an opportunity for the LI to review the purpose of the inspection and an overview of what the LI will be inspecting. This is a brief meeting with the staff person in charge and other staff as requested by the program.

TOUR

The tour begins with the LI's first visual sighting of the program. The LI may document observations of the exterior appearance, maintenance of the building, and any potential safety issues before entering the program; the LI will also tour the building(s) and grounds. A staff person should accompany the LI and introduce the LI to individuals in care and other staff.

INTERACTIONS AND INTERVIEWS

The LI may conduct interviews and interact with staff, residents or participants, family members, and collateral contacts to determine compliance with regulations or laws and whether service needs are being met. The LI will have informal conversations with residents or participants and staff during the tour in addition to the structured interviews. There may be times when the LI conducts interviews by phone.

OBSERVATIONS

The LI's observations may include interactions between staff, residents or participants, implementation of the program's internal policies and procedures, program of care, meals, snacks, activities, medication administration, building and grounds, etc.



COMPLIANCE DETERMINATION - MEDICATION ADMINISTRATION (Adult Programs)

Accurate medication administration is essential to the health and well-being of persons in care; a medication error has the potential to cause severe, life-threatening effects. The LI's focus will be medication pass observation, review of records, and determination of compliance with medication administration that is based on the following five rights: right person, medication, time, dose, and route.

DOCUMENTATION REVIEW

The LI may review any documentation which may include resident, participant, or child records, foster and adoptive home records, staff records, policies and procedures, emergency preparedness plans, and fire/emergency evacuation drills, etc.

PRELIMINARY REVIEW OF FINDINGS

When the LI has completed the inspection, the findings will be reviewed with program representative(s). If the inspection is more than one day, the LI will review the findings or the status of the inspection, as applicable, at the end of each day. The program representative(s) will be given the opportunity to present any existing documentation of compliance that was not previously submitted and to ask any questions regarding the violations.

EXIT MEETING

The purpose of the exit meeting is to review the written inspection documents with program representative(s). This will be done after the facility receives the Inspection Summary, Supplemental Information, and when applicable, the Violation Notice. The exit meeting concludes with the LI requesting that the provider complete a plan of correction for the violation(s) cited, along with a date the violation(s) will be corrected.



ADDITIONAL QUESTIONS

For any additional questions related to facility programs and inspections, you may contact the [Licensing Office](#) in your area or your facility's assigned licensing inspector.