



COMMONWEALTH of VIRGINIA

DARYL WASHINGTON, LCSW
COMMISSIONER

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

Post Office Box 1797
Richmond, Virginia 23218-1797

Office of Human Rights

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

Monday, April 13, 2026

MEMORANDUM

To: DBHDS-Operated Facilities
From: Taneika Goldman, State Human Rights Director
RE: OHR Trainings for State-Operated Facilities

The Office of Human Rights (OHR) is pleased to announce new and familiar training initiatives designed specifically for DBHDS-operated facilities (facilities). These trainings reinforce the requirements outlined in the Human Rights Regulations, ensuring that all individuals receiving services are treated with dignity and respect, and are protected from abuse, neglect, and exploitation. By providing targeted education and resources, we aim to strengthen the capacity of staff to uphold human rights standards and foster a culture of accountability and person-centered care across our system.

New Employee Orientation and Annual Training

The Human Rights Regulations require facilities to complete competency-based human rights training of employees upon employment and at least annually thereafter with documentation maintained in the employee's personnel file [12VAC35-115-260(A)(7)].

This presentation was previously designed by OHR to be facilitated by training staff to educate new employees of facilities in regulatory practices and compliance with the Human Rights Regulations. The presentation appendix includes additional slides that may be incorporated into the required material to provide supplemental education tailored to specific facility needs and preferences. This presentation has not changed for 2026 and may continue to be used by facility training staff to complete both initial and annual training.

Reporting in CHRIS

A redesigned CHRIS training course has been developed and is now available in the COVLC. There are two versions of this training aimed at different audiences:

1. DBHDS-Facilities Reporting in CHRIS: Entry Staff - is a one-hour course that is designed for staff at facilities who enter information into CHRIS but are not responsible for making decisions on reporting or investigating. This training is required to be completed by June 30, 2026, and annually for any employee with a CHRIS login. Newly hired or newly assigned staff should incorporate completion of this training into the on-boarding process. This training does include a competency-based test.
2. DBHDS-Facilities Reporting in CHRIS: Administrators - is a slightly longer training (approximately 90 minutes) designed for decision makers in facilities and expands on the elements of CHRIS reporting by incorporating background information, guidance documents and making determinations of human rights violations such as in complaints involving abuse, neglect or exploitation (ANE) as well as those that do not (commonly referred to as human rights complaints). This training is optional but recommended for leaders and staff with oversight responsibilities related to reporting, investigating and resolving human rights complaints. This training does include a competency-based test.

Facility Investigator Training

The Office of Human Rights has partnered with Facility Services in their development of an expanded Facility Investigator Training and Certification Program set to roll out by August 2026. The purpose of this Program is to standardize, train and certify impartial, trauma-informed ANE investigations across DBHDS facilities; ensure timely reporting, sound evidence handling, and objective documentation to support CEO determinations. The role of OHR is to support curriculum development by ensuring content including terminology and themes are in alignment with the Human Rights Regulations and relevant OHR processes (such as the Fact-Finding Review and look-behind initiatives).

Restrictions, BTPs, Seclusion and Restraints

This training has been developed by the Office of Human Rights to address requirements outlined in the Human Rights Regulations specific to human rights restrictions, behavioral treatment plans (BTPs) involving restraint and the use of seclusion and restraint. The target audience of this training includes medical, clinical and nursing staff as well as leaders. The training will be offered virtually by the Office of Human Rights' Training and Development Coordinator in June and December. The precise training schedule will be shared and posted to the OHR webpage.

We appreciate your continued compliance with required trainings and your support in encouraging staff to participate in the offerings now available. Note that OHR recently announced via Constant Contact message, the use of TRAIN learning management system. This system streamlines access to training designed specifically for licensed community providers. Facility staff should not register or attend OHR training in TRAIN because the information may appear conflicting and cause unnecessary confusion.

If you have questions regarding the information in this memo, please contact Brandon Charles, Senior Human Rights Manager for Facility Operations.