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Congress of the United States
House of Representatives
Washington, DC 20515-4604

HOUSE COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEES
COMMUNICATIONS AND TECHNOLOGY
ENERGY

April 28, 2025

Cari Evick
Administrator
Colonial Heights Rehabilitation and Nursing Center
831 Ellerslie Ave
Colonial Heights, VA 23834

Dear Ms. Evick,

I write to express serious concern about the growing number of reports describing troubling conditions at the Colonial Heights Rehabilitation and Nursing Center. It is unacceptable that seniors and other vulnerable members of our community continue to endure substandard care.

Multiple reports indicate persistent staffing and care issues that management has failed to resolve. A Virginia Department of Health inspection report published in February 2025 found that multiple residents could not access call bells when they needed assistance, and staff did not promptly respond to requests for help. Additionally, staff failed to check on residents at regular intervals and did not help residents maintain proper hygiene. The report indicates that insufficient staffing forced nursing personnel into unsafe situations, such as a single assistant being responsible for caring for over 30 residents¹.

These conditions leave seniors vulnerable to significant risks, including falls from lack of supervision, infections due to poor wound care and sanitation, and errors in medication management. Media reports also describe interpersonal conflicts among residents and staff, as well as arrests tied into an investigation into possible elder abuse and neglect².

To better understand how your facility has addressed these serious concerns, I request detailed responses to the following questions:

1. What process does your leadership use to identify and correct deficiencies in resident care?
2. What concrete actions are you taking to resolve staffing shortages and ensure adequate nursing coverage at Colonial Heights?
3. How many facilities does the Medical Director oversee, and how often do they visit Colonial Heights?

¹ ewscripps.brightspotcdn.com/c4/85/baa9939e439d972d8ff45f6ec6ce/colonial-heights-rehabilitation-and-nursing-center-with-poc-1-03-2025-survey.pdf

² wric.com/news/local-news/the-tri-cities/multiple-staff-members-arrested-at-colonial-heights-rehabilitation-and-nursing-center

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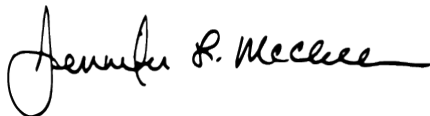
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4. How many compliance surveys have been conducted at your facility in the past five years for state and federal requirements? Have any of these surveys been related to allegations of abuse or neglect? If so, were any deficiencies in those areas substantiated?
5. What corrective actions have been imposed on your facility in the past five years? Are there any ongoing corrective actions currently in place while your facility works to resolve deficiencies identified during surveys?
6. Did the most recent survey result in any corrective actions related to your license to operate issued by the Virginia Department of Health?
7. Moving forward, what steps will you take to provide greater transparency and accountability around the quality of care provided at the facility?

Families across the Commonwealth deserve peace of mind knowing their loved ones are treated with dignity and receive the care they need and deserve. I look forward to your timely response and to seeing meaningful improvements at the Colonial Heights Rehabilitation and Nursing Center.

Sincerely,



Jennifer L. McClellan
Member of Congress