

**Eastern Virginia Local Human Rights Committee  
Meeting Minutes  
April 26, 2012**

A meeting of the Eastern Virginia Local Human Rights Committee was held on Thursday, April 26, 2012, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502.

**Members Present:**

Mr. Matthew Albright, Chair  
Dr. Marcia Kennedy, Vice Chair  
Mr. David Paige, Member

**Members Absent:**

Ms. Denise Gordon, Secretary  
Mr. George Amory

**Providers Present:**

Jacqueline Parker-Mazyck, SC/QMRP, Holiday House of Portsmouth, Inc  
Ronnie Ratcliff, Holiday House of Portsmouth, Inc  
Melanie Draughn, SW/HRC Liaison, Holiday House of Portsmouth, Inc  
Collen Spittler, RNC, Nurse Manager, Maryview Behavioral Medicine Center  
Melanie Perez-Lopez, SW, St. Mary's Home for Disabled Children  
Theresa Waldo, Psychologist, St. Mary's Home for Disabled Children  
Ramon Corrales, AC Support Systems  
Greg LeFever, Better Life Services, Inc.  
Ronnie Brown, Owner, Community Options, LLC  
LaTasha Holloway, Psalms Assistive Support Services, LLC  
Jerome Taylor, Virginia Home Based Counseling  
Abey Malave, A Positive Living

**Providers Absent:**

Douglas Newsome, Best Practices Coaching, Counseling, Consultation & Training LLC  
Tonya Pulliam, The Bair Foundation

**Also Present Were:**

Stewart Prost, Human Rights Advocate  
Carmen Gerena, EVLHRC Liaison  
Aman Massaquoi, Angel House Inc

**I. Call to Order**

Matthew Albright, called the regular session of the EVLHRC meeting to order at 9:06am, and Ms. Carmen Gerena, EVLHRC Liaison, recorded the minutes. A quorum of members was present, and the meeting, having been duly convened, was ready to proceed.

**II. Approval of Meeting Agenda**

Meeting agenda was reviewed, it was noted that Holiday House's presentation should

have been noted under new business not open forum for future reference, otherwise the Agenda is fine. The Agenda was approved, motion made by Dr. Marcia Kennedy and seconded by Mr. David Paige.

III. **Review of Minutes**

A motion to accept the minutes with correction to Holiday House was made by Dr. Marcia Kennedy and seconded by Mr. David Paige.

IV. **Old Business**

There was no old business.

V. **New Business**

VI. **Program Updates**

a. **The Bair Foundation**

No representation they have not been at our meetings since May 2011. After the meeting Mr. Stewart Prost got in contact with the Bair Foundation and their new representative is Mr. Artis James and he submitted his report for the quarter.

b. **Community Options**

Mr. Ronnie Brown stated that they have their first resident. The new resident is doing well. Mr. Brown did not have anything to report.

c. **Counseling Interventions**

No representation

d. **Holiday House of Portsmouth, Inc**

Report was given for January, 2012 – March 2012 and copies of report were submitted. We have 28 individuals. We will review in Executive Session. We had 0 complaint cases this quarter and we had no changes to our license.

Ronnie Ratcliff gave an update on Medicaid Virginia Department of Health Office of Licensure recertification visit, held from March 20 – 23<sup>rd</sup>. The visit went well and we only had 2 deficiencies and they were just deficiencies related to behavioral plans which we have updated and sent to their office. He also updated the Committee on the camera policy. There were no changes made on the policy, but he journey has been long. The cameras will officially be put in on Monday, April 30. The final product is that the Social Worker and myself will review the cameras if there is an investigation or if there are any issues that come up, but no one will be sitting in front of the camera all day to monitor the cameras.

e. **Maryview Behavioral Medicine Center**

Lucy Rotich, Interim Director was unable to attend so Colleen Spitler, RNC came in her place. Report was given and copies of report were submitted for January 2012 - March 2012. Average daily census has been at 41. Our bed capacity is 54. Will review in Executive Session.

- f. **Psalms Assistive Support Services**  
We do not have any clients so far, we are still waiting for our site visit from Mr. Woodard, so have nothing to report yet.
- g. **AC Support System**  
Ramon Corales presented and report was given. We have 4 clients.
- h. **St. Mary's Home for Disabled Children**  
Report was given and copies of report were submitted for January 1, 2012 – March 31, 2012. We have a current census of 77. We will be reviewing in executive session.
- i. **Best Practices Coaching, Counseling, Consultation and Training, LLC**  
No representation. The last meeting they attended was on August 11, 2011. Mr. Prost will contact them.
- j. **Better Life Services**  
Greg LeFever gave report. Currently we are servicing 41 clients.
- k. **A Positive Living**  
Abey Malave presented. We are not licensed yet and are still waiting for our site visit.
- l. **VA Home Based Counseling**  
Jerome Taylor presented. We have a census of between 40 – 45 clients served in the last quarter. We do not have anything to report.
- m. **Office of Human Rights**  
Mr. Stewart Prost updated on the office, Narissa Rhodes was hired last November to work in our office, however Ms. Rhodes has taken a position with the office of licensing and will be leaving our office in June. She will be leaving on June 10<sup>th</sup> and our office has already started recruitment for the position. The position will be for Human Rights Advocate and the position will be based at Eastern State Hospital in Williamsburg, but serves the whole region.

As far as this committee is concerned we are in good shape right now, but after June 30<sup>th</sup> you will have 2 people that will be rotating off the committee as they have completed 2 terms. Mr. Amory and Dr. Kennedy will be rotating off, but there are plenty of other committees if you are interested. So there will be 2 vacancies as of the end of June. But there is an individual, Mr. Dickenson, who will be interviewing today for a position on the committee today, and I think it will help the situation. The 2 positions that are becoming open are for consumer and a general position. Those are the kind of things that you should be recruiting for. We will let you know which position gets filled after the interview, but be on the lookout for potential members. It is a community effort, our office is looking to try and rotate people around if we can, and we are also looking for people to serve. If you need an application e-mail me and I will e-mail you the application. If we can get a couple of the committee members together, we can do it before the next meeting. We can

do the interview and get someone appointed. We would like to get all the positions filled by July 1 if we can and that will mean getting it through the committee probably by the mid to end part of May.

Wanted to talk a little bit about the quarterly reports, just as a reminder, due to some of you are still having some trouble with this. The reports are to be standardized. Quarter number 1 is from January 1 to March 31, quarter number 2 is April 1 to June 30, quarter number 3 is July 1 to September 30, and quarter number 4 is October 1 to December 31. By the agreement that you have all signed the Cooperative Agreement and the Committee's Bylaws. You should those reports to the committee in advance. That does a couple of things, give the committee a clue to what the committee is going to look at in closed session and will also give advanced information. Example, if the period closes on April 1, you should have the reports out by the middle part of April which we would have received them before the meeting. So you should really be striving to do that. The part of the report that does not contain client identifiable information can be e-mailed to the committee and to me. By the way, I want a copy of all your reports because they are a matter of public record and we have to keep them. If you have information that is client identifiable, what you should be doing because these are public documents, is putting all that information on a separate sheet of paper. For example, e-mail the regular report with all the numbers on it and your comments on the 3<sup>rd</sup> page and then you can mail or fax to the members and to me the confidential information. We have talked about this before, but I think that this needs to be emphasized. Reminder, do not send reports to the members coming off the committee, Dr. Marcia Kennedy or George Amory. They will need to go to the new members. I will forward that contact information.

I want to let you all know that Southeastern Virginia Training Center is in the process of rebuilding and has built 15 new homes with 5 individuals per home and looks very much like a neighborhood, and they will be doing a ribbon cutting on May 11 at 11am. The other thing is that some of you may have seen in the newspaper and it probably came out a couple of months ago in terms of what is going on in our office and throughout the Department of Behavioral Health and Developmental Services, there have been some big changes. A couple of years ago the Justice Department came into Virginia and kind of centered their investigation with Central Virginia Training Center, but have taken the whole thing state wide and have determined that Virginia is not in compliance with the American's with Disabilities Act in terms of providing services in an intergraded fashion. The Commonwealth of Virginia has entered into a settlement agreement with the Department of Justice, my understanding is that they are operating as if it has been approved by the court but it hasn't been officially approved by the court and, I understand some of you went to a meeting about that yesterday and basically what the settlement has resulted in is number 1, is a considerable increase in the oversight of community programs, also there are going to be more waiver slots. The rate for the Medicaid waiver, as I understand it, is supposed to increase. I do not know all of the details with that, a lot of the details are still in the process of being worked out. For example over the next few years there will be 41,000 waiver slots added to the system and the other big thing is that 4 out of 5 training centers in the

Commonwealth will close. The schedule is that Southside Virginia Training Center in Petersburg will close June of 2014, Northern Virginia Training Center in Fairfax will close in June of 2015, Southwestern Virginia Training Center will close in June of 2018 – that is located in Hillsville, and lastly Central Virginia Training Center will close in June of 2020 that is located in Lynchburg. What we are finding out is that there are actually a number of people in those training centers that actually consider Hampton Roads their home. So how is this impacting our office is, that first of all in response to all of this the department is hiring 7 new licensing specialists state wide, 2 for this region. They have hired 5 people that are Community Integration Managers; they are stationed at each of the Training Centers to work on these discharges and to try to get people back into the community. Again, looking at it in terms of least restrictive environment. By the way, the only training center that will be open will be Southeastern Virginia Training Center statewide. But Southeastern is in the process of downsizing from the original 200 to 75. They have a current census of 110, so they have made some good progress and also there are some new intermediate care facilities for ICF/MR or ICF/ID facilities opening in Western Tidewater, Virginia Beach, and I think Hampton and I know Norfolk is going to open a new waiver group home, Norfolk CSB is going to open 2 waiver group homes, so we are waiting for all that to happen and then eventually they will be down to 75. The Department has what is called Community Resource Consultants. They are supposed to be there to assist providers and in terms of quality service and providing appropriate service. They have doubled the staff there from 5 to 10. They have are also starting something called the Start Program which we learned a little bit more about in a staff meeting yesterday by conference call, and what that is, is sort of like a crisis back up for individuals with intellectual disabilities. They are actually going to set up a respite home and also have counselors and staff available 24/7 to assist programs when someone is in crisis. So those are some of things being put in place. Now in terms of monitoring, what is going on right now is that every time someone is discharged from any of the Training Centers, Office of Licensing and our office, Office of human Rights (and I should also say, we have added one new person to our office who is coordinating all of what is going on with the persons with intellectual disabilities, that person just got hired and we may be getting another person either in July of 2012 or July 2013 ), so ultimately what is required is that anytime someone is discharged from one of the Training Centers someone from the office of licensing takes a look at the side, also someone from our office takes a look at the site, and if we know the Provider and have already been there we don't have to do another site visit, but we have had to do a number of site visits, so if you are new or if you are getting someone from the training center and you are a group home or a program serving individuals with intellectual disabilities don't be surprised if you have a couple of people show up on your door step. We also anticipate that there are going to be a lot of new providers coming on board, and again with the LHRCs were are going to see more affiliate request coming in the future for that reason. We are also getting into this region discharges from both Southeastern and Southside, particularly Southside. There have been about 16 discharges from Southside into this region since last October and there are going to be a lot more. If you have any question or not sure about something please contact me. A period of questions and answers

followed.

- n. Asked that the representative from Angel House present. Mr. Aman Massaquoi requested facilitation. Members of the Committee received his package in the mail. There were no questions from the members. Mr. Prost stated that there were no issues related to the program rules or the behavioral management policies.

Mr. Massaquoi gave a description of Angel House which is an alternative living arrangement that will provide 24 hour support services for individuals with intellectual disabilities. Their intension is to provide services ranging focusing a physical well-being, emotion and developmental disabilities and making sure that they receive the level of service that will bring them to an idea of normalcy of living in an environment that is suitable for them and they intend to provide these services at a stable and optimizing capacity to provide services that will be self assuring to the individuals. Most of the particulars are in the program rules that we submitted in terms of how we will go by servicing our clientele. We will be a residential service, initially with 3 to 4 people.

Dr. Marcia Kennedy made the motion to accept Angel House Inc as an affiliate of the Eastern Virginia Local Human Rights Committee. Mr. David Paige seconded the motion. The motion was unanimously approved.

Dr. Marcia Kennedy made a motion to accept the Behavior Management and Program Rules for Angel House and Mr. David Paige seconded the motion and it was unanimously approved.

The physical address for the residence will be 3449 Sinclair Dr, Chesapeake, Virginia 23310. Clientele age will be starting from 18 years of age.

## VII. **Open Session**

## VIII. **Closed Session for Human Rights Complaints, Abuse, Discrimination, Formal/Informal Complaints:**

At 10:15am Ms. Marcia Kennedy moved the EVLHRC into executive session pursuant to the Virginia Code Section 2.2-3711 A (4) for the purpose of reviewing behavior programming and client specific data and/or complaints, investigations for Holiday House of Portsmouth, Inc, Maryview, and St. Mary's Home for Disabled Children: see attached reports. Mr. Dickinson would be interviewed during closed session. Motion was made by Dr. Marcia Kennedy and seconded by Mr. David Paige. All members present voted in favor of the motion. The motion was made to accept the information given during closed Executive Session and go into open session. All members present voted in favor of the motion.

Upon reconvening in open session, each member of EVLHRC certified that, to the best of each EVLHRC Member's knowledge, only public business matters lawfully exempted from

statutory open meeting requirements, and only public business matters identified in the motion to convene the executive session were discussed in the executive session. See attached record of Executive Session.

Motion was also made to move to recommend the appointment by the State Human Rights Committee the new candidate, John Dickinson as member of the committee. Motion made by Mr. David Paige and seconded by Dr. Marcia Kennedy and was unanimously approved. Mr. Prost will send application to the State Committee.

IX. **Adjournment**

The meeting adjourned at 11:25 a.m.

X. **Next Meeting:**

The next meeting of the Eastern Virginia Local Human Rights Committee will be held on Thursday, July 26, 2012, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502. St. Mary's Home for Disabled Children will provide refreshments.

## Provider Quarterly Report of Human Rights Activities

Name of Provider: Holiday House of Portsmouth, Inc ICF/ID

Local Human Rights Committee: Eastern Virginia Local Human Rights Committee

Name of Provider LHRC Liaison: Melanie J. Draughn, BSW, QMRP

Name of Licensing Specialist: Nathan Woodard, Licensing Specialist

Number of individuals served by provider in this quarter: 28

Quarter: 2<sup>nd</sup> Quarter covering January, February, March 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1

Cases Pending: 1

Cases Closed: Disposition not yet determined for this case

#### March 2012

##### **Total Counts Alleged by Type:**

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_

Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_

Neglect (Peer to Peer) 1 \_\_\_\_\_

Exploitation: \_\_\_\_\_

Other: 1 Serious Injury Restraint: \_\_\_\_\_

#### February 2012

##### **Total Counts Occurred by Type:**

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_

Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_

Neglect (Peer to Peer): 1 \_\_\_\_\_

Exploitation: \_\_\_\_\_

Other: 1 Serious Injury Restraint: \_\_\_\_\_

#### January 2012

##### **Total Counts Alleged by Type:**

Physical: 1 Allegation of Abuse

Sexual: \_\_\_\_\_

Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_

Neglect (Peer to Peer) \_\_\_\_\_

Exploitation: \_\_\_\_\_

Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

**Provide details, by date of occurrence, of all cases. Include any required Corrective Action.**

All Allegations of Abuse, Serious Injuries, and Peer to Peer that occurred this quarter will be discussed in Executive Session.

## Status of Complaint Cases

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

### Complaint Category Totals:

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to an Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0

Use of Seclusion Restraint and Time Out: 0

Work: 0

Research: 0

Complaint and Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

### Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: \_\_\_\_\_

Director: \_\_\_\_\_

Commissioner: \_\_\_\_\_

LHRC: \_\_\_\_\_

SHRC: \_\_\_\_\_

### Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

## **Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

***Allegations of Abuse:** Holiday House of Portsmouth uses the following efforts to ensure allegations of abuse and neglect are captured as reported by the regulations. Upon receipt of any allegation of abuse or neglect this facility takes steps to protect the safety and welfare of the individual, suspend the suspected employee pending outcome of the investigation, ensure that Human Rights Advocate and Regulatory Authorities have been notified within a 24 hour time frame, and completed within a 5 day time frame. This facility notifies parents and child protective services.*

***Human Rights Complaints:** A procedure is established to allow for individuals or their parents/ authorized representatives to present their dissatisfaction with any aspect of the Holiday House program, and to seek satisfactory redress and resolution. The Holiday house will make every attempt to resolve complaints at earliest possible step. The Holiday House of Portsmouth will provide assistance and support to individual with the complaint process.*

### **Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.**

Holiday House of Portsmouth, Inc has not had any changes to DBHDS license, or citations for this quarter.

### **Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.**

The Chief Administrative officer has made revisions and updates to the Electronic Monitoring Policy (Cameras).

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

There were no actions throughout this quarter.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

KA (Peek-a boo) Mitt

AP: (Protective Headgear)

## ***Holiday House of Portsmouth, Inc. EVLHRC Executive Session Summary***

*Date of Meeting: April 26, 2012*

*Time of Meeting: 9:00a.m.*

*Location of Meeting: St. Mary's Home for Disabled Children*

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1. Holiday House of Portsmouth went into executive session with the EVLHRC at 10:12a.m. Pursuant to Virginia Code 1.1-3711A for purpose of reviewing restrictive behavioral support plans, serious incidents, deaths and formal complaints. The following was reviewed and discussed with this committee: two individuals restrictive behavioral support plans, medication and their behavioral data. There were no recommendations at this time.
2. There was one allegation of abuse and two peer-on-peer incidents and two serious injuries discussed in executive session for this quarter. There were no formal complaints this reporting period. There were no recommendations from the committee members.
3. Holiday House of Portsmouth executive session ended at 10:35a.m.

*Submitted by: J. Mazyck, BS/QIDP  
Support Coordinator*

*HHP Facility Liaison: M. Draughn, BS/QIDP  
Social Worker*

## Provider Quarterly Report of Human Rights Activities

Name of Provider: Maryview Behavioral Medicine Services  
Local Human Rights Committee: Eastern Virginia LHRC  
Name of Provider LHRC Liaison: Lucy Rotich, RN, BSN, MSA, Nurse Manager  
Name of Licensing Specialist: Reginald Daye, Dept. of Behavioral Health and Developmental Services  
Number of individuals served by provider in this quarter: January, February and March 2012 - 598  
Quarter January – March 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

#### Total Counts Alleged by Type:

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

#### Total Counts Occurred by Type:

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 2

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

1) Complaint 2/26/2012, MB, DOB: 11-7-1980

Complained another patient (Mr. X) "placed his hands around my neck and I scratched him." Resolution by meeting with patient in which she stated she understood Mr. X was "sick" and stated staff offered her reassurance and support and she felt safer after being moved to a separate unit. She did not wish to make a formal complaint and felt her concerns were addressed in a timely manner and was apologetic for scratching Mr. X and stated it was a natural reaction.

Complaint 2/29/2012, AL, DOB: 8-17-1991

Patient filed an informal complaint after he was involuntarily committed following a TDO hearing. He requested to petition the court's outcome. Patient later met with his court appointed attorney who informed patient of appeal process. Resolution by me meeting with patient who informed me he changed his mind on pursuing an appeal since he was being discharged. He denied wanting to file a formal complaint and felt his concern had been addressed sufficiently.

## Status of Complaint Cases

Total of Complaint Cases: 2  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 2

### Complaint Category Totals:

Assurance of Rights: 1  
Dignity: 1  
Services: \_\_\_\_\_  
Participation in Decision Making; \_\_\_\_\_  
Confidentiality: \_\_\_\_\_  
Access to and Amendment of Services record: \_\_\_\_\_  
Restrictions on Freedoms of Everyday Life: \_\_\_\_\_  
Use of Seclusion Restraint and Time Out: \_\_\_\_\_  
Work: \_\_\_\_\_  
Research: \_\_\_\_\_  
Complaint and Fair Hearing; \_\_\_\_\_  
Determination of Capacity to give consent: \_\_\_\_\_  
Authorized Representatives: \_\_\_\_\_  
Complaint Resolution: 2  
Reporting Requirements: 2

### Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0  
Number of complaints resolved in the Formal Process: 2

Below Director: \_\_\_\_\_  
Director: 2  
Commissioner: \_\_\_\_\_  
LHRC: \_\_\_\_\_  
SHRC: \_\_\_\_\_

**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

**Additional reporting and review requirements as applicable:**

**Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.**

**Patients are provided with a copy of rights on admission and this is repeated as a part of program each day. Nurse Managers, supervisors and directors are informed of any allegations by patient and investigates.**

**Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.**

**None.**

**Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.**

**New policy on restraint prohibits 4 point restraint for children 12 and younger.**

**Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.**

**Quarterly Review of any Behavioral Plans involving the use of restraint or time out:**

## Provider Quarterly Report of Human Rights Activities

Name of Provider: Virginia Home Based Counseling, P.C. & Virginia Support Services, P.C.

Local Human Rights Committee: Eastern Virginia Local Human Rights Committee

Name of Provider LHRC Liaison: Jerome Taylor

Name of Licensing Specialist: Stephanie Terrell

Number of individuals served by provider in this quarter: 40-45

Quarter: January 1, 2012 – March 31, 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0

Cases Pending: 0

Cases Closed: 0

#### Total Counts Alleged by Type:

Physical: 0      Sexual: 0

Verbal: 0      Neglect: 0

Neglect (Peer-to-Peer): 0

Exploitation: 0

Other: 0      Restraint: 0

#### Total Counts Occurred by Type:

Physical: 0      Sexual: 0

Verbal: 0      Neglect: 0

Neglect (Peer to Peer): 0

Exploitation: 0

Other: 0      Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

## **Status of Complaint Cases**

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

### **Complaint Category Totals:**

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to and Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0

Use of Seclusion Restraint and Time Out: 0

Work: 0

Research: 0

Complaint and Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

### **Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: 0

Director: 0

Commissioner: 0

LHRC: 0

SHRC: 0

### **Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

## **Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **N/A**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **N/A**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **N/A**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **N/A**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **N/A**

## Provider Quarterly Report of Human Rights Activities

Name of Provider: St. Mary's Home for Disabled Children

Human Rights Committee: Eastern Virginia LHRC

Name of Provider LHRC Liaison: Melanie Perez-Lopez/ Christine Parker

Name of Licensing Specialist: Nate Woodard

Number of individuals served by provider in this quarter: 77

Quarter : January 1 to March 31, 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1

Cases Pending: 0

Cases Closed: 1

#### Total Counts Alleged by Type:

Physical:          Sexual:         

Verbal:   1   Neglect:         

Neglect (Peer to Peer):         

Exploitation:         

Other:          Restraint:         

#### Total Counts Occurred by Type:

Physical:          Sexual:         

Verbal:   0   Neglect:         

Neglect (Peer to Peer):         

Exploitation:         

Other:          Restraint:         

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

See attached report to be discussed in Executive Session for alleged incident and 2 uses of Emergency Medical Restraint.

## Status of Complaint Cases

Total of Complaint Cases:: 1

Number of cases resulting in a violation: \_\_\_\_\_

Cases Pending: \_\_\_\_\_

Cases Closed: 1

## Complaint Category Totals:

Assurance of Rights: \_\_\_\_\_

Dignity: \_\_\_\_\_

Services: \_\_\_\_\_

Participation in Decision Making: \_\_\_\_\_

Confidentiality: \_\_\_\_\_

Access to and Amendment of Services record: \_\_\_\_\_

Restrictions on Freedoms of Everyday Life: \_\_\_\_\_

Use of Seclusion Restraint and Time Out: \_\_\_\_\_

Work: \_\_\_\_\_

Research: \_\_\_\_\_

Complaint and Fair Hearing: \_\_\_\_\_

Determination of Capacity to give consent: \_\_\_\_\_

Authorized Representatives: \_\_\_\_\_

Complaint Resolution: \_\_\_\_\_

Reporting Requirements: \_\_\_\_\_

## Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 1

Number of complaints resolved in the Formal Process: \_\_\_\_\_

Below Director: \_\_\_\_\_

Director: 1

Commissioner: \_\_\_\_\_

LHRC: \_\_\_\_\_

SHRC: \_\_\_\_\_

## Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

**Additional reporting and review requirements as applicable:**

**See previous report.**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

See previous report.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

See previous report.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

See previous report.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

All plans reviewed by Positive Behavior Support Committee on 04-17-12.

## Provider Quarterly Report of Human Rights Activities

Name of Provider: Community Options, LLC  
Local Human Rights Committee: Easter Virginia Local Human Rights Committee  
Name of Provider LHRC Liaison: Reginald Daye  
Name of Licensing Specialist: Dennis Riddick  
Number of individuals served by provider in this quarter: 1  
Quarter: 2<sup>nd</sup> – April 26, 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0  
Cases Pending: n/a  
Cases Closed: n/a

#### Total Counts Alleged by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

#### Total Counts Occurred by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

## Status of Complaint Cases

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: n/a

Cases Closed: n/a

### Complaint Category Totals:

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making; 0

Confidentiality: 0

Access to and Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0

Use of Seclusion Restraint and Time Out: 0

Work: 0

Research: 0

Complaint and Fair Hearing; 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

### Complaint Resolution Level:

Number of complaints resolved in the Informal Process: n/a

Number of complaints resolved in the Formal Process: n/a

Below Director: n/a

Director: n/a

Commissioner: n/a

LHRC: n/a

SHRC: n/a

**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

n/a

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

n/a

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

n/a

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

n/a

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

n/a

## Provider Quarterly Report of Human Rights Activities

Name of Provider: Psalms Assistive Support Services, LLC  
Local Human Rights Committee: Easter Virginia Local Human Rights Committee  
Name of Provider LHRC Liaison: Reginald Daye  
Name of Licensing Specialist: Mr. Nathan Woodard  
Number of individuals served by provider in this quarter: 0  
Quarter: 2<sup>nd</sup> – April 26, 2012

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0  
Cases Pending: n/a  
Cases Closed: n/a

### Total Counts Alleged by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

### Total Counts Occurred by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

## Status of Complaint Cases

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: n/a  
Cases Closed: n/a

## Complaint Category Totals:

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

## Complaint Resolution Level:

Number of complaints resolved in the Informal Process: n/a  
Number of complaints resolved in the Formal Process: n/a

Below Director: n/a  
Director: n/a  
Commissioner: n/a  
LHRC: n/a  
SHRC: n/a

## Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

n/a

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

n/a

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

n/a

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

n/a

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

n/a

## Provider Quarterly Report of Human Rights Activities

Name of Provider: The Bair Foundation of Virginia  
Local Human Rights Committee: Eastern Virginia Regional LHRC  
Name of Provider LHRC Liaison: James Artis  
Name of Licensing Specialist: Sharon Stroble  
Number of individuals served by provider in this quarter: 00

**Year: 2012**

Quarter : **1<sup>st</sup> Quarter: Jan. 1 – Mar. 31** X  
**2<sup>nd</sup> Quarter: Apr. 1 – June 30** \_\_\_  
**3<sup>rd</sup> Quarter: July 1 – Sept. 30** \_\_\_  
**4<sup>th</sup> Quarter: Oct. 1 – Dec. 31** \_\_\_

### Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

### Total Counts Alleged by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

### Total Counts Occurred by Type:

Physical: \_\_\_\_\_ Sexual: \_\_\_\_\_  
Verbal: \_\_\_\_\_ Neglect: \_\_\_\_\_  
Neglect (Peer to Peer): \_\_\_\_\_  
Exploitation: \_\_\_\_\_  
Other: \_\_\_\_\_ Restraint: \_\_\_\_\_

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

## Status of Complaint Cases

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

### Complaint Category Totals:

Assurance of Rights: \_\_\_\_\_

Dignity: \_\_\_\_\_

Services: \_\_\_\_\_

Participation in Decision Making; \_\_\_\_\_

Confidentiality: \_\_\_\_\_

Access to and Amendment of Services record: \_\_\_\_\_

Restrictions on Freedoms of Everyday Life: \_\_\_\_\_

Use of Seclusion Restraint and Time Out: \_\_\_\_\_

Work: \_\_\_\_\_

Research: \_\_\_\_\_

Complaint and Fair Hearing; \_\_\_\_\_

Determination of Capacity to give consent: \_\_\_\_\_

Authorized Representatives: \_\_\_\_\_

Complaint Resolution: \_\_\_\_\_

Reporting Requirements: \_\_\_\_\_

### Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: \_\_\_\_\_

Director: \_\_\_\_\_

Commissioner: \_\_\_\_\_

LHRC: \_\_\_\_\_

SHRC: \_\_\_\_\_

**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

## **Additional reporting and review requirements as applicable:**

***Question 1 – Question 1 is asking you to explain the mechanisms your organization utilizes (or will utilize) to identify, report and document allegations of abuse/neglect and human rights complaints. This could include ongoing or periodic staff training, QA reviews, client education etc. (Response required for Question 1)***

1. Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**Quarterly surveys are submitted to families and referral sources. Weekly supervision and biweekly group supervision**

2. Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. No report

3. Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. No report

***Question 4 – Question 4 is asking you to explain the proactive steps taken by your organization to ensure that the LHRC maintains the code-mandated membership requirement of 2 consumers (of mental health, intellectual disabilities or substance abuse services), 1 family member and 1 health care provider. (Response required for Question 4)***

4. Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

There is active advisement of the need of membership when communicating with parents/clients.

5. Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

No reports

## EVLHRC QUARTERLY MEETING DATES AND LOCATIONS

1 <sup>ST</sup> Quarterly Meeting	9:00 a.m., Thursday January 26, 2012	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
2 <sup>nd</sup> Quarterly Meeting	9:00 a.m., Thursday April 26, 2012	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
3 <sup>rd</sup> Quarterly Meeting	9:00 a.m., Thursday July 26, 2012	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
4 <sup>th</sup> Quarterly Meeting	9:00 a.m., Thursday October 25, 2012	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502