

NEWPORT NEWS REGIONAL LOCAL HUMAN RIGHTS COMMITTEE (LHRC)

June 10, 2008

MINUTES

PRESENT:

Joyce O'Brien	LHRC Member, Chairperson
Louise Beveridge	LHRC Member, Vice Chairperson
Dr. Rosanne Walters	LHRC Member
Crystal Rivera	LHRC Member
Gianna Mitchell	Office of Human Rights
Kelly Walter	Keystone Newport News
Jill Adrian	Keystone Newport News
Kerry Dryden	Chessen and Associates
Amy Burns	Family Solutions
Gregory Smith	Residential Living Options
Michael Bains	Brighter Futures
Patricia Bills	Alexander House
Allon Wright	Families In New Directions
Rachel Hysor	Family First of Virginia Beach/Lydia's House
Cheri Allen	Family First of Virginia Beach/Lydia's House

ABSENT:

Precious Etheridge	LHRC Member
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I. CALL TO ORDER

The meeting was called to order by Joyce O'Brien, Chairperson at 6:15 p.m.

II. REVIEW OF THE MINUTES

The minutes for the March 11, 2008 meeting were reviewed with no revisions. A motion was made by Dr. Walters to accept the minutes as written. Motion was seconded by Ms. Rivera. Vote was taken, all in favor.

III. OLD BUSINESS

Topic: **Providers certifying compliance with new rules and regulations, by March 1, 2008**

Discussion:

Certify compliance with new rules and regulations was actually due in December 2007 and has been received by all affiliates.

Copies of revised Human Rights policies were due from affiliates by March 1, 2008. Office of Human Rights has received all the policies.

Topic: **Letter and updated Provider policies and procedures, by March 1, 2008**

The Office of Human Rights as received all the affiliates letters and updated provider policies and procedures.

Update: The Office of Human Right has received all the letters and they will all be reviewed. However, if provider is requesting additional services or services outside of what they are already licensed for those will be reviewed as a priority. The policies and procedures have to be approved in order for the provider to seek temporary affiliation for the new service.

NEW BUSINESS

A. Topic: Residential Living Options is requesting the addition of two services: In Home Care and Respite Care

Discussion: Respite Care currently falls under Resident Living Options approved policies and procedures for their group home, so temporarily affiliation can be sought. However the In Home Care is a new service so temporarily affiliation can not be given at this time.

Residential Living Options stated that the Respite Care is similar to what is already happening in their group home. Explanation of Respite Care Services: assist the client with whatever their needs may be. It also gives the family or caregiver an opportunity to take a break. The maximum amount of days a client can stay is 120, but most times an individual only stays 30 days or less. Only one bed is available at this time so it is on a first come first serve basis, however if they have an emergency client they may take priority. More beds may be added in the future depending on the demand.

In Home Care would be offered to individuals who live with their family members, caregiver(s), or alone. An individual would go the clients home during peak hours of the day and offer assistance with laundry, cooking, cleaning, grocery shopping, administering of medication, recreation, etc.

Action: Resident Living Options requests temporary affiliation for the addition of Respite Care under their current policies and procedures. A motion was made by Dr. Walters to approve their request. Motion was seconded by Ms. Rivera. Vote was taken, all in favor.

B. Topic: Family First of Virginia Beach/Lydia's House is requesting the addition of another location

Discussion: Family First of Virginia Beach/Lydia's House is requesting an additional location for girls ages 12-17 with moderate to serve emotional behavioral problems going along with the post regulatory model. The new location would only have 5 beds. The location of the facility will be 3458 Primrose Street, Norfolk, VA 23505. Current flex staff would be utilized for coverage. The Office of Human Rights has been notified of the request and it is the responsibility of the Local Human Rights Committee to monitor to addition of the service.

Action: Family First of Virginia Beach/Lydia's House is requesting temporary affiliation for new location, at 3458 Primrose Street, Norfolk, VA 23505, which will house 5 girls ages 12-17 with moderate to serve emotional behavioral problems. A motion was made by Crystal Rivera to approve their request. Motion was seconded by Dr. Walters. Vote was taken, all in favor.

C. **Topic: Family First of Virginia Beach/Lydia's House is requesting the review and approval of new "Program Rules of Conduct"**

Discussion: Revised "Program Rules of Conduct" were handed out to the LHRC Committee members and Ms. Mitchell for their review. The purpose of changing their "Program Rules of Conduct" was to make them more positive instead of towards the negative behavior. Upon admission the residents are given a resident handbook to follow and aid them with the adherence to the "Program Rules of Conduct."

Action: Family First of Virginia Beach/Lydia's House is requesting the approval of their revised "Program Rules of Conduct." A motion was made by Crystal Rivera to approve their request. Motion was seconded by Dr. Walters. Vote was taken, all in favor.

IV. **STANDING REPORTS**

Topic: **General Information**

Discussion: Affiliates were asked to bring any issues that include resident information to be heard in the closed session.

Action: Reports were received from all affiliate programs in attendance. A summary is attached.

V. **PUBLIC COMMENT**

The following comments were made by the Office of Human Rights:

Ms. Mitchell from the Office of Human Rights stated that they have explained the new complaint system and a lot of Programs are following the new procedures; however there is still confusion between complaints and abuse, which are two different systems.

In the Human Rights regulation abuse falls under dignity and it gives you specific steps. There is no such thing as formal abuse. Examples of abuse are physical, emotional, any type of exploitation, or neglect.

When the Office of Human Rights receives the report regarding abuse and/or neglect allegations they will be looking for the Provider to make a finding. Providers should always conduct investigations and notify the individual making the complaint the findings of the investigation.

Complaints look at services (i.e., rights violations, inappropriate services at discharge etc.) and the complaint system has two different processes.

Complaint Resolution Processes:

Informal Complaint: Provider will offer resolution and if the individual accepts the offer there is no further action. It is required to notify the Office of Human Rights in writing of the decision. If the complaint is not resolved in 5 day it becomes a formal complaint.

Formal Complaint: A full written decision has to be completed (i.e., did we or not violate the client's rights) and submitted to the Office of Human Rights. The client is notified and they have the right to appeal to the Office of Human Rights.

At the December 11, 2007 meeting Ms. Mitchell provided a form that could be utilized as a template with categories to submit the complaints to the Office of Human Rights.

The following question was posed to the Ms. Mitchell by Allon Wright (Families in New Direction):

Is the Newport News Regional LHRC accepting new members? Ms. Mitchell stated that if a new Provider would like to be affiliated they would need to contact the Office of Human Rights, Mr. Reginald Daye. A new Provider seeking affiliation would have to have their policies and procedures approved. Licensure has to receive a letter from the Office of Human Rights stating that the policies and procedures have been reviewed and they are in compliance with the Human Rights regulations.

VI. MEETING SCHEDULE 2008: September 9, 2008 / December 9, 2008

VII. CLOSED SESSION

Motion: Executive Session, pursuant to VA Code 2.2-3711-A (4), for the protection of the privacy of individuals in personal matters not related to public business, namely to review patient information from Residential Living Options, Family First of Virginia Beach/Lydia's House, Family Solutions, and Keystone Newport News pursuant to the regulations.

Ms. O'Brien made a motion to go into closed session at 6:50 p.m. to discuss issues evident in report from Residential Living Options, Family First of Virginia Beach/Lydia's House, Family Solutions, and Keystone Newport News. The motion was seconded by Ms. Rivera and unanimously approved.

VIII. RECONVENED IN OPEN SESSION

Motion: Upon reconvening in Open Session at 8:00 p.m., each member of the LHRC certified to the best of their knowledge, that only public business matters lawfully exempt from statutory open meeting requirements and only private business matters identified in the motion to convene the Executive Session were discussed in accordance to the VA Code 2.2-3711-A (4).

IX. LOCAL HUMAN RIGHTS COMMITTEE RECOMMENDATIONS

Family First of Virginia Beach/Lydia's House

- Look over admissions procedures (i.e. gang problems prior to placement)

Residential Living Options:

- Any quarterly updates about plans need to be in writing and submitted to the LHRC Board members prior to meeting.

Family Solutions:

- Out come after review of restraint.
- Retrain on supervision of residents and what was the corrective action on staff.

X. NEXT SCHEDULED MEETING

The next regular LHRC meeting is scheduled for Tuesday, September 9, 2008 at 6:00 p.m. at Keystone Newport News.

XI. ADJOURNMENT

Ms. O'Brien adjourned the meeting at 8:10 p.m.

RESPECTFULLY SUBMITTED:

Joyce O'Brien, Chairperson

JO/ja