

VALLEY COMMUNITY SERVICES BOARD LOCAL HUMAN RIGHTS COMMITTEE
MEETING MINUTES
May 1, 2009

Chuck Collins, Regional Advocate

Members Present

Elizabeth Bouldin-Clopton, Chair
Tammy Johnston
Jeffrey Jones
Bradley Houff
Josephine Carpenter

Closed Session

Wall Residences
AMC Crossroads
Community Living Services

Members Absent

Donna Logan

TOPIC	DISCUSSION
Call to Order	<i>Elizabeth Bouldin-Clopton, Chair, called the May LHRC meeting to order and asking that Board members and guest introduce themselves.</i>
Approval of Minutes	Upon motion by Tammy Johnston and supported by Bradley Houff, March minutes were approved.
Public Comment	<p>Ms. Bouldin-Clopton opened the meeting for public comment.</p> <ul style="list-style-type: none"> ▪ Annie Tanverdi stated that the Provider's Fair is set for Saturday, May 9th from 1:00-4:00 at the Staunton Mall. Ms. Tanverdi provided flyers for the event. ▪ Danielle Ross stated that there are still slots available for the Human Rights Training offered by Chuck Collins on May 8th at Valley CSB. Please contact Tammy DuBose if you are interested in attending. ▪ Mr. Collins commented on the training and stated that this is a good opportunity for providers to ask questions concerning human rights. Mr. Collins stated that this is only one of the ways to meet human rights training requirements and commented that there is no substitution for reading the manual.
Affiliate Presentation (handouts filed with minutes)	<ul style="list-style-type: none"> ▪ DePaul Family Service: James Hall, Branch Director, reported the following: ❖ Mr. Hall commented that they will not be requesting an affiliation of clinical services as previously mentioned because DMAS will not fund mental health support for individuals who are served in congregate care. <p>🚩 Human Rights Training</p> <ul style="list-style-type: none"> ○ All staff and care providers receive Human Rights Training upon hiring and yearly thereafter as part

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of the core training. The training is presently web-based for staff and contains a test to document their understanding of the material. Care provider training is conducted by Mr. Hall; his experience includes six years as a member on the CCA/LHRC.

✚ Notification of Rights

- At admission into program, human rights information is shared with each individual receiving services and at each service plan meeting thereafter. Every attempt is made to share these rights in terms that the individual and AR/Guardian can understand.

✚ Human Rights Complaints

- We have handled the following complaints in the past year.

❖ *In the Residential Program:*

- A guardian became dissatisfied with our care provider and after an unsuccessful attempt to find another DePaul home; we facilitated the individuals move to another provider.
- One individual we served complained about the Care Provider's lack of internet access, this was resolved by taking the individual to the library regularly.
- A teacher in the school district made an APS complaint of abuse. There was no abuse found; however, the investigation revealed that the care provider was out of compliance with licensure because an adult was living in the home that was "ineligible" to be living there, that home was immediately closed and the individual was moved to a temporary placement pending a decision by the legal guardian. APS did find that we were responsible for neglect because we had not discovered the violation.

❖ *In the Day Support Program:*

- Three individuals express dissatisfaction with the services we provided. In two of the cases, we discharged the individuals to other programs. For the third individual, we adjusted days so they could attend another program of their choice.

✚ How does your program resolve complaints using the Human Rights Complaint Process?

- Complaints are first addressed by the direct care staff or social worker most closely involved with individual. If that person can resolve the situation to the satisfaction of those involved, it is considered dealt with. If no resolution can be arrived at by those most closely involved with the person, it comes to the Branch Director. If the Branch Director is able to resolve the complaint to everyone's satisfaction, it is considered to have been dealt with. If no resolution was found, we would call a team meeting to discuss it and if it continued to remain unresolved, the advocate would be notified.

✚ Has your program received any citations from DMHMRSAS Licensure Department?

- The Waynesboro office has received no citations from licensure in the past year.

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	<ul style="list-style-type: none"> ✚ Staff Qualifications <ul style="list-style-type: none"> ○ The qualifications of the professional and direct care staff in the Waynesboro area ranges from individuals with Masters of Social Work degrees to High School equivalences. All have had experience in the field. All the professional staff have been with DePaul a minimum of three years. ✚ How do you establish a Culture of Human Rights? <ul style="list-style-type: none"> ○ Apart from the yearly trainings, particular human rights issues are discussed in staff meetings and in individual staffing. The Waynesboro office is starting additional trainings in the Person Center Planning and including a component on individual rights as part of that training. We continually emphasize the need to consider how we would like to be treated in any given situation as a way to determine how we are to respond to the individuals that we serve. □ Addendum to Report submitted: <i>Internal Investigations Summary</i>: <ul style="list-style-type: none"> ○ At Day Support Center- Complaint by staff that other staff were not treating individuals with dignity. Also complaint of inappropriate behavior between staff members. Investigation was conducted by Mr. Hall's supervisor and a social worker supervisor from Lynchburg. One staff was terminated because of lack of dignity and respect. Three other staff received verbal reprimands because of conduct amongst themselves. ○ At Group Home- Complaint involving Residential Manager, and a complaint involving another staff person at the home. Reported to APS. Both employees were terminated. Additional training is being provided at this location. ❖ Ms. Bouldin-Clopton suggested a training video, "From Sex to Religion and Everything in Between". This can be found at shrmstore@shrm.org
Family Sharing	<ul style="list-style-type: none"> • Request for Expansion of Services <ul style="list-style-type: none"> ○ Meneika Keith reported that Family Sharing wishes to expand their services to include In-Home. Ms. Keith announced that one of the consumer's at Family Sharing is getting married and they wish to continue services in the home. Jeff Jones motioned that the committee accept the request for expansion of services; Jo Carpenter seconded. Motion Carried. Mr. Collins will notify Licensing that Family Services has approved human rights policies and procedures and is in good standings with the Valley LHRC.
Case Updates	<ul style="list-style-type: none"> • Chuck Collins, Regional Advocate: <ul style="list-style-type: none"> ○ Licensing Office: Rhonda Angel is handling applications for new providers. At this time, Ms. Angel is still the licensing specialist for Valley CSB and CCCA; however, the affiliates within these LHRC catchment areas will be served by Pam DuBose. Her office is in the Jeffries Bldg at WSH. Ms. DuBose is also the specialist in the Rockbridge area.

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Memberships	<ul style="list-style-type: none"> ▪ Ms. Bouldin-Clopton announced that the Board has a few openings for consumers and/or members of the community that are interested in protecting the rights of individuals receiving services. In the past, advertisements for new members have been posted in the local paper. Tammy DuBose will check into this. Ms. Bouldin-Clopton stated that she recently received a promotion and is now the National Director for Training and Staff Development for 14 sites in five different states; one responsibility of this position is to ensure that the human rights training meets the needs for all of these sites and state licensing. She was happy to announce that the human rights regulation training that Virginia provides meets the training requirements for all other four states. Kudos to all for developing this kind of training in Virginia that also meets other state's regulations.
Closed Session	<p>I, Elizabeth Bouldin-Clopton, moved that the LHRC go into executive session pursuant to VA Code § 2.2-3711, paragraph A.4. for the protection of the privacy of individuals and their records in personal matters not related to public business, namely to conduct a hearing pursuant to the Regulations."</p> <ul style="list-style-type: none"> ▪ Community Living Services presented in Closed Session in response to the letter from the Chairman of the Board, dated January 26, 2009. ▪ Wall Residences presented on ▪ AMC-Crossroad presented their annual report in closed session. Below is a copy of the report that was submitted. Closed Session included details on the 11 Human Rights issues. <p>🚩 Staff Human Rights training: Patient Rights covered in new employee orientation. RN coordinates training of new employees; staff attendance supported at Local HR training; department staff tested on understanding after orientation and again annually; "Rights" posters conspicuously posted throughout the unit and next to all patient phones to serve as a reminder to all.</p> <p>🚩 Notification of Rights Reviewed as part of admission orientation. Crossroads' Patient Satisfaction questionnaire: "Did staff give you information about your rights?" 2008: 96 % selected "yes" (562 pts/families participated in survey at discharge for a 48 % return).</p> <p>🚩 2008 HR Complaints 1164 Admissions with 11 HR issues Overall Patient Satisfaction Rating of 8.9 on a 10-point scale.</p> <p>🚩 Human Rights Complaint Process Clinical Coordinator or Program Director discusses concern with complainant and investigates.</p>

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	<p>Refer abuse to an investigator from outside the department. Remind patient/family they can contact HRA at any time.</p> <ul style="list-style-type: none"> ✚ Citations from DMHMRSAS Licensure None ✚ Staff Qualifications <ul style="list-style-type: none"> (1) RNs, LPNs, MHWs must hold AA degree OR 2 years experience, CTRS, LPCs, LCSWs, MSWs, CSACs; (2) assure competence of staff through orientation, annual competency examination and performance evaluation. ✚ Culture of Human Rights <p>It is an expectation that AMC employees treat all patients with respect and dignity. AMC policies address patient rights and are part of general hospital orientation. These basic premises cover many of the everyday matters involved with Human Rights, and Crossroads' policies build on them. Abuse by staff or other patients, disrespectful or undignified treatment would not be tolerated. The unit's reputation amongst patients and families is overwhelmingly favorable, confirmed regularly by Satisfaction surveys.</p> <p>Attachments --- 2008 Human Rights Complaints, 2008 Seclusion and Restraint Report</p> <p>UNDER THE VIRGINIA FREEDOM OF INFORMATION ACT §2.2-3700 ET. SQ. CODE OF VIRGINIA The LHRC Committee reconvened in Open Session.</p> <p>Upon reconvening in open session, each member of the LHRC certified that only appropriate client related business was discussed. All committee members and advocate attested, stating, I so certify.</p>
Adjournment	The May LHRC Meeting was Adjourned.

NEXT MEETING OF THE LHRC is July 10th at 9:00 a.m.

July Presenting Affiliates:
Blue Ridge Residential Services