Type of Meeting: Human Rights/CR Committee Meeting & Consumer/Family Advocacy Committee Meeting/Safety Committee

Invitees: Alice Hunt, Dr. Cheryl Davis, Thad Davis, Crystal Oxendine, Ed Rogers, Shervain Oxendine, Sandra Johnson, Ronnie McEachin, Sharon Townsend, Misty Bryan, Nancy Pineda and Guest/Members

Agenda Topics:
1. Introductions
2. Review of Agenda
3. Confidentiality/HIPAA Agreement
4. Committee Member Form (if applicable)
5. Client Satisfaction Survey
6. Consumer Handbook
7. Consumer Rights/Coloring Handbook/Flyer
8. Restrictive Interventions-None Reported
9. Review on Rights Restrictions on Programs-Day Supports, including Daily Reminders
10. Areas of Human Rights Committee to Review
   - Complaints-(0) Quality Care Concerns, (2) Consumer Complaints, (1) Employee Grievance
   - Incidents-(5)
   - Appeals-None to Report
   - Any Breach of Confidentiality Issues-(None)
   - Investigations-None to Report
   - Use of Protective Devices-None to Report
   - Behavioral Plans-None to Report
11. Accommodations-Request for office supplies, paper products, computer/laptop, IT equipment, chairs, curtains, office furniture, first aid, face mask, hand sanitizer safety equipment, microwave, appliances, board game, arts & crafts, maintenance
12. Consumer Satisfaction Survey- knowledgeable, professional, prompt, compassionate, caring, great staff, availability, great communication, flexibility, support, understanding, respectful, friendly, good listener.
    Improvements – Increase pay for staff, bigger office for meetings, Day Program in the area, weekend visits, closer office, snacks on visits
13. Consumer Suggestions- N/A
14. Consumer Follow up Survey- In the process of starting back with IIH
15. Fire Drills-All drills conducted no concerns was reported.
16. Health & Safety Form Summary-No Health/Safety Concerns to report during this quarter.

Education/Training
- Flyer on Medicaid Fraud and Abuse
- HRC

Updates
- Opening of Adult Meaningful Day Program/Brochure
- New Service: Peer Support Services
- 2021 2nd Quarter Newsletter
- HHAeXchange

Suggestions
- Any other suggestions?

Light Refreshments
Door Prizes
Client Rights/Human Rights Committee should discuss the following topics at meetings:

- Discuss Operation Procedures for the Committee
  - Meet Quarterly
  - Location must be in NC
  - Training with members at least annually
  - Compliance with confidentiality rules
- Discuss areas of concerns for the Committee review at meetings.
  - Complaints
  - Quality of Concern Issues
  - Abuse, Neglect and Exploitation
  - Any Breach of confidentiality
  - Client Rights Issues
  - Incident Reports
  - Policy & Procedures involving Human Rights
  - Appeal/investigations
  - Use of Protective Devices
  - Behavioral Plans