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, 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; (0) Consumer Complaints
   • Incidents-(10)
   • Appeals-None to Report
   • Any Breach of Confidentiality Issues-(0)
   • 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, TV, IT equipment, office furniture, first aide, gloves, face masks, hand sanitizer, cleaning supplies, safety equipment, arts and crafts and maintenance.
12. Consumer Satisfaction Survey- friendly staff, online notes, safety during Covid-19, professional staff. Qualified Professional, Dependability, Staff’s patience, helpful, courteous, supportive, QP’s availability, commitment to clients, CLS worker, staff supervision, quick to solve a problem, kind, and understanding.
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
• Medicaid Transformation

Updates
• 2nd Quarter Newsletter 2020
• Covid-19 CDC Guideline regulations

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