

RECIPIENT RIGHTS REPORTING

PURPOSE

To ensure that all the people that we serve have the ability to file a recipient rights allegation if they feel that their rights have been violated. In addition, to ensure that staff are knowledgeable in the rights process and know how to file a complaint should the need arise.

SCOPE

This policy applies to all individuals served by LADD and its employees.

POLICY

It is the policy of LADD that all the individuals will receive services that are free of rights violations.

PROCEDURE

All individuals served by LADD will be notified of their rights.

1. At the time of placement all individuals served (including their parents or guardians) will receive information on their rights.
2. All individuals served will be advised of their rights.
3. Recipient rights posters will be posted in all facilities where services are provided that are owned or leased by LADD or the contract agency, MCO or other agencies.
4. Recipient rights posters will be available for people receiving services in their own homes.
5. Recipient rights policies will be available for people in all services provided by LADD.
6. Recipient rights complaint forms will be available for people in all services provided by LADD.
7. All staff will be trained in recipient rights within 30 days of hire.
8. Recipient Rights Officers names and numbers will be posted in facilities where services are provided that are owned or leased by LADD or the contract agency, MCO or other agencies.
9. Recipient Rights Officers names and numbers will be available to all people receiving services from LADD.

In the event that a person feels their rights have been violated the following steps should be taken:

1. Staff must provide whatever care is necessary to ensure the health and well being of the individual.
2. Staff must assure that the person is safe and protected.
3. Staff must assist the person (if necessary) in filling out the form and contacting the Rights officer.
4. Unless management is a party to the complaint, they (management) must be notified.

In the event that a staff person feels that the rights of an individual has been violated they must take the following steps:

1. Staff must provide whatever care is necessary to ensure the health and well-being of the individual.
2. Staff must assure that the person is safe and protected.
3. Staff must fill out the complaint form and contact the Rights Officer.
4. Unless management is a party to the complaint, they must be notified.

Management will:

1. Ensure the safety and well-being of the individual served.
2. Ensure that the Office of Recipient Rights is notified.
3. Ensure that Licensing is notified. (If incident occurred in a Licensed facility)
4. Suspend (if necessary) involved employees or schedule unannounced visits to the home.
5. Assist in whatever way possible in assuring a quick, smooth investigation of the complaint.
6. Cooperate fully with the Office of Recipient Rights throughout the investigation process.
7. Take appropriate action at the conclusion of the investigation. This included completing reports, disciplinary action with staff, up to and including separation, if necessary.