

## **ROANOKE VALLEY LOCAL HUMAN RIGHTS COMMITTEE MINUTES**

**MEETING DATE:** November 14, 2016

**COMMITTEE MEMBERS PRESENT:** Robin Jordan, Martha Pillow, Betty Crance,

**COMMITTEE MEMBERS ABSENT:** None

DBHDS – OHR Staff: Jennifer Kovack – Advocate

### **PROVIDERS PRESENT:**

A Better Life Counseling: Shenetta Reid  
A Shining Light, Inc.: Danielle Chaney  
Blue Ridge Behavioral Healthcare: David Kummer, Keesey Presson  
Blue Ridge Residential Services: Courtney Campbell  
Braley & Thompson: Amy Lawson, Stephanie Ward, Ora Dickerson  
DePaul Community Resources: Susan Harrell  
Didlake Inc.: Angie Furrow  
East Mental Health: Sara Ingram, Robin Williamson  
EHS Support Services: Heather Hamed-Moore  
Fidura & Associates: Riaan Schuld  
Guiding Young Girls: Daniel Brown  
Hall Community Services: Amy Ellinwood  
Hope Tree Family Services: Glenda Pollard  
Lutheran Family Services: Marsha Presson, Heather Cash, Tresha Lafon  
Mayo Residential: Shelia Jones  
Mount Regis: Jamie Pruitt  
National Counseling Group: Holly Smith  
New Hope Support Services: Mari Gentry  
Roanoke Treatment Center: Vena Duncan  
Support Systems: Shea Hagy

### **PROVIDERS ABSENT:**

Bethany Hall  
Cee-Breeze  
Family Service of Roanoke Valley  
Innovative Community Solutions  
Total Life Counseling

## **MEETING AGENDA – MAIN POINTS DISCUSSED:**

### **1. Welcome and Introduction**

Martha Pillow called the meeting to order at 3:00 pm. Members of the committee and providers introduced themselves.

### **2. Review of Meeting Minutes: August 15, 2016**

Betty Crance moved to approve, Robin Jordan seconded.

Approval of LHRC September 22, 2016 Special Meeting minutes.

Robin Jordan moved to approve, Betty Crance seconded.

### **3. Approval of Agenda:** Betty Crance moved to approve, Robin Jordan seconded.

### **4. Advocate's Report:** Interviews for the Advocate position will most likely be conducted in December. New regulations are still being reviewed at the Executive Branch level with hopes of implementing them in early 2017. Training will be provided on the new regulations. It was announced that, as part of these regulations, Providers will not have to attend LHRC meetings unless they have an Agenda item. The number of LHRCs has gone from 10 committees down to 4. Both Roanoke LHRC committees will merge with the Catawba LHRC. Jennifer Kovack also discussed the question from past meetings, "If a medication error occurs, does it constitute neglect?" She stated that Dr. Barber is reviewing the protocol, last updated in 2013, and until further guidance can be given keep reporting and investigating medication errors as you have been doing.

### **5. Action Items:**

- a. A Shining Light: Requested affiliation for a new location: UR Home 238 Mountain Pass Rd. Blue Ridge, VA 24064. This home will house 3 individuals.
- b. Blue Ridge Behavioral Healthcare: Requested affiliation to reflect the addition of TDT services to 2 new locations: Cave Spring High School 3712 Chaparral Dr. Roanoke, VA 24018, and Hidden Valley High School 5000 Titan Trail Roanoke, VA 24018.
- c. Blue Ridge Residential Services: Notified the committee of the addition of 2 Sponsored Residential locations to be affiliated with the Roanoke LHRC due to the change in Region grouping. The locations are West Spencer 220 West Spencer Rd. Hurt, VA 24563 and Boydton Plank 5580 Boydton Plank Alberta, VA 23821.
- d. EHS Support Services: Announced the addition of a substance abuse program. LHRC committee reviewed the Policies and Procedures for this

program. Committee member, Betty Crance, noted that there was nothing in the Policies and Procedures regarding AR or substitute decision makers. This will be revisited at the February meeting with EHS presenting their policy on this. Committee members also asked questions regarding de-escalation practices where touch was used. It was determined that none of EHS's practices in this area were in violation of Human Rights.

- e. Guiding Young Girls: Requesting affiliation as a new organization to the Roanoke Valley. Currently based in Newport News and will have a location in this area soon. They are licensed for TDT, Outpatient, and Intensive In-Home services.
- f. Hope Tree Family Services: Notified committee that they will begin reporting for all their homes in Region 3 to the Roanoke LHRC. They previously reported to 3 different LHRCs; Southwest, Piedmont, and Roanoke Valley. Requested affiliation for a new Group Home, called Smith Home, at 1300 Mulberry Rd. Martinsville, VA. They are licensed to house 4 individuals.
- g. Lutheran Family Services: Requested approval for a Sponsored Provider's spouse to serve as the primary provider due to his failing health; Ann Crawford is now the primary care provider in the home and Kenneth Crawford is now assistant. All Ann's trainings are up to date. Requested approval for use of a new crisis de-escalation model, and their updated Human Rights policies. The new crisis de-escalation model is called Safety-Care, by QBS and is an approved de-escalation model. Notification of Community Engagement Day Support Services to begin December 1, 2016. Committee member, Martha Pillow asked if the individuals have a choice to participate or not and a choice as to what they can participate in. Answer; Most of the Community Engagement activities are volunteering. The individual makes the decision if they want to go into the community to volunteer or not. There are multiple opportunities available and if the individual wants to participate, they do have a choice of what they want to do.
- h. National Counseling Group: Requested affiliation for TDT services at a new location: Clearbrook Elementary School 5205 Franklin Rd. Roanoke, VA 24014. Requested affiliation for an additional location to a current program in Floyd County Schools. The new location is the June Bug Center 251 Parkway La. Floyd, VA 24091. It is an alternative education center for Floyd County High School.

All requests and notifications are approved. Betty Crance moved to approve. Robin Jordan seconded.

### **Provider 2nd Quarter Reports**

1. A Better Life Counseling – No complaints.
2. A Shining Light, Inc. – 1 medication error that was founded, 1 serious injury.
3. Bethany Hall – No representative present. 3<sup>rd</sup> quarter report to be reviewed at February meeting.
4. Blue Ridge Behavioral Healthcare – 1 dignity complaint that was founded, 2 medication errors founded as neglect.
5. Blue Ridge Residential Services – No complaints.
6. Braley & Thompson – No complaints.
7. Cee-Breeze – No representative present. 3<sup>rd</sup> quarter report to be reviewed at February meeting.
8. DePaul Community Resources – 1 abuse complaint that was unfounded.
9. Didlake, Inc. – 1 peer to peer complaint that was unfounded.
10. East Mental Health – 2 peer to peer complaints that were unfounded.
11. EHS Support Services – 2<sup>nd</sup> quarter report approved and two complaints for 2<sup>nd</sup> quarter that were unfounded. 2 complaints for 3<sup>rd</sup> quarter that were unfounded.
12. Family Service of Roanoke Valley – No representative present. 3<sup>rd</sup> quarter report to be reviewed at February meeting.
13. Fidura and Associates – No complaints.
14. Guiding Young Girls – new affiliation, no report submitted.
15. Hall Community Services – 1 abuse complaint that was unfounded.
16. Hope Tree Family Services – Medication error from 2<sup>nd</sup> quarter that was founded. 2 medication errors and 1 peer to peer complaint for 3<sup>rd</sup> quarter were founded.
17. Innovative Community Solutions – No representative present. 2<sup>nd</sup> and 3<sup>rd</sup> quarter reports to be reviewed at the February meeting.
18. Lutheran Family Services – 1 founded neglect complaint, 1 unfounded neglect complaint, 1 dignity complaint that was unfounded.
19. Mayo Residential – No complaints.
20. Mount Regis – 1 verbal abuse complaint that was founded, HIPPA violation that resulted in employee termination.
21. National Counseling Group – No complaints.
22. New Hope Support Services – 1 dignity complaint that was founded.
23. Roanoke Treatment Center – No complaints.
24. Support Systems – 1 serious injury in 2<sup>nd</sup> quarter, 2nd quarter report approved.
25. Total Life Counseling – No representative present. 3<sup>rd</sup> quarter report to be reviewed at February meeting.

Robin Jordan moved to approve all quarterlies with representatives present, Betty Crance seconded.

6. Other Business:
7. Next meeting date: February 13, 2017 at 3:00 pm at Blue Ridge Behavioral Healthcare on Elm Ave.

- Adjournment: LHRC Chair, Martha Pillow, adjourned the meeting.

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Martha Pillow, Chairman

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Date