

Responsibilities of the Office of Recipient Rights



PREVENTION

- Consultation on rights related matters
- Assist in referring complaints
- Policy development & review
- Notify Director of problem areas, poor practice, etc.
- Assist the Agency in preparing for accreditation reviews

EDUCATION



- Train agency & contract agency staff
- Train Rights Committee & Appeals Committee members
- Be trained & updated annually in rights protection
- Consumer self-advocacy



MONITORING

- Review Incident Reports, Deaths of recipients
- Review reports from accrediting bodies QA, risk management as pertains to rights
- Review contracts for rights language (agency & with subcontractors)
- Participate in Behavior Treatment Plan Review Committee
- Site visits: mandatory 1x per year: look for posters: Rights, Abuse & Neglect Reporting, Whistleblowers
- Complete Data Report

COMPLAINT RESOLUTION



- Advise recipients of advocacy organizations
- Receive, review & investigate complaints
- Determine if violations have occurred
- Recommend adequate remedial action
- Advise recipients of the right to mediation
- Assist recipients with preparing appeal requests