

Procedure No. 2-6-7
Replaces Procedure No. 2-6-7

Revised: 10-26-17
Issued: 01-30-94

SUBJECT: Grievance Procedure for Individuals Supported

PURPOSE: To carry out the mandate of Program Services Policy No. 2.

WHAT IS A HUMAN RIGHTS VIOLATION?

A violation of individual’s rights as a person is anything which prevents you from doing something that you are allowed to do under the United States Constitution, the laws and ordinances of the State of Missouri or of Boone County, the City of Columbia and the policies and procedures of Woodhaven. The attached is a list of some of the things you have a right to do under normal circumstances. This list is not necessarily all inclusive.

If any of these rights are to be restricted, the reasons must be a stated in writing in a signed Behavioral Support Plan or a medically approved plan designed for your protection. Any such plan must be fully explained to you. Any restriction of rights must be documented in your ISP and have been reviewed by the Due Process Committee.

If you believe that such a violation or restriction of rights has taken place, you may follow the procedure below.

1. Discuss the violation with the supervisor of the person you feel violated your rights or you may choose to have someone discuss it for you in your presence.
2. Following the discussion, if you are not satisfied, put the problem in writing or choose someone to write it for you. If you have a Case Manager at Boone County Family Resources or Woodhaven you could have that person help you with the complaint. Give the written document to the supervisor of the person who you believe is violating or restricting your rights.
3. This person will discuss the problem with you within two days. If the supervisor is not available, you may take the document directly to the Director of Programs or the head of the department where the person you believe is restricting or violating your rights.
4. The Chief Operating Officer or the Director of Programs will discuss the matter with the individual within two days.
5. If you are not satisfied, you may take your problem to a member of the LEAD council who will discuss it with the Chief Executive Officer. The two of them will help you find a solution.
6. Information about the Woodhaven grievance procedure is also included in the Individuals Supported handbook. The handbook also identifies how an individual supported can make an anonymous complaint to the Department of Mental Health Office of Constituent Services at 1-800-364-9687

Approved by: _____
Chief Executive Officer

Date: _____

Attachment: Listing of Client Human Rights

RIGHTS OF INDIVIDUALS SUPPORTED BY WOODHAVEN

As an individual supported by Woodhaven, you have the following rights:

- You have the right to humane care and treatment.
- You have the right to receive services as quickly as possible.
- You have the right to be free of anyone hurting you physically, with words, sexually or by not helping you take care of yourself if you need help.
- You have the right to live with as much freedom as possible.
- You have the right to have safe and clean housing.
- You have the right to have nourishing, well-balanced meals.
- You have the right to attend religious services of your choice.
- You have the right to have the best medical care and treatment that the agency is able to provide.
- You have the right to refuse risky medical treatment unless ordered by a court.
- You have the right to ask for and receive a second opinion before any risky medical treatment, except in emergencies.
- You have the right to be the subject of an experiment only if you or your guardian agrees.
- You have the right to receive the services and supports your Individual Plan (IP) team thinks are appropriate. You are part of your IP team, and others can also, including your parents, your guardian, staff and others you want to be part of your IP team.
- You have the right not to work unless that is part of your Individual Plan.
- You have the same legal rights and the same legal responsibilities as any other citizen (unless limited by law, as in a guardianship). This means you can do things like register to vote, get a job, get an ID card, get an education and be considered as an adult by the state by the time you are 18 years old.
- You have the right to have your records remain confidential, which means that people are not allowed to read about you or talk about you without your permission.
- You have the right to have your rights explained to you so you really understand them and have a written copy of them.
- If any limit on your rights is being talked about, you have the right to “due process”. This means you have the right to disagree and to tell why you disagree, with help if you need it.
- You have the right to receive a fair review if you believe any of your rights have not been respected.
- You have the right to privacy in writing to and receiving letters from officials of the Department of Mental Health, your lawyer, or a court.