

Changing the face of ability
WOODHAVEN
INDIVIDUAL SUPPORTED
HANDBOOK



INTRODUCTION

This handbook will give you useful information about Woodhaven, its mission, policies, procedures, expectations. Some of Woodhaven's policies, procedures, expectations and descriptions of programs are included in this handbook. They may change from time to time.

If you have questions that are not answered here about the services provided by Woodhaven, please ask your Program Manager or the Director of Programs for more information.

Woodhaven can also arrange to have this handbook provided to you in alternative formats if you need it. Large print, audio or another language are all available by request.

PEOPLE YOU CAN ASK:

Home Coordinator: _____

Program Manager: _____

Director of Programs: _____

MISSION

WOODHAVEN –

A caring team advocating for those with disabilities:

- Enhancing lives
- Respecting individuality
- Providing quality opportunities for choice
- Promoting community membership

POPULATION & PROGRAMS

Woodhaven is located in Columbia, Missouri. The agency provides support to over 110 individuals with developmental disabilities. The agency's staff totals over 275.

Individuals in the Community Living program are supported in homes or apartments in Columbia.

Woodhaven also provides a Community Connections program which gives individuals who do not work during the day the opportunity to be active members of the community.

You will be receiving Medicaid Home and Community-based waiver services at Woodhaven. You have the right to make choices about your life. You may make decisions about how and where you receive services.

You may come and go where you want. You will have the choice to work and be involved in the community.

HOW WE APPROACH PROGRAMMING

When you begin our program, an Individual Support Plan (ISP) will be developed with the support of your planning team. Your plan is designed based on your expressed needs, choices and goals. The plan process should include people that you choose.



You make the decisions about how you spend your time.

The meetings will take place in locations that work for you and your family.

The ISP will also say what things are most important to you to be happy and content in your everyday life while you are receiving services.

It includes important goals like where you would like to live, whether you want to work and if so, what kind of a job you want to work in, and obtaining a doctor. The plan will identify your needs and supports.

Your **Home Coordinator** will meet with you monthly to

talk about progress in meeting your goals. The plan will also include information that is directly related to your everyday life, like what time you go to bed, what time you get up, and your favorite things to eat and drink. Woodhaven will make sure you have choices about events and have full access to your community. If you want to go to an event, staff will help you see if you have enough money and arrange transportation. Staff will assist you in making new friends; meeting your neighbors; joining a church, civic organization (i.e. Kiwanis), or advocacy association (i.e. People First, LEAD Council); and getting involved in regular volunteer activities (i.e. Meals on Wheels, Humane Society, Clean Up Columbia, etc.). They will help you find local events and provide choices for you to select.

There are many choices you can make while living in the community. We are here to help you with all of these and many more as needed.

When you start receiving supports from us, we will have already obtained, and will be receiving in the future, information about you that is considered confidential or private. This can include lots of things, like:

- Information from your doctor (i.e. what medicines you take)
- Information from other programs or schools about how you learn best

- What things are important for us to know to help you get what you want
- What makes you happy or sad, what frustrates you, and what makes you angry

A part of our job is to keep information about you private, but also to know who to share information about you with and how much to share. For example, if your doctor asks for your entire record, we may share that with him.

With a provider, like Vocational Rehabilitation, we will only share the minimum information required to help them help you find a job. We will not share other information like who your friends are, what you like to do at home, or what you do in the community.

There are various state and federal confidentiality laws and rules we must follow. In addition to this handbook, you or your guardian (if you have one) will receive a Notice of Privacy Practices. This will tell you in much greater detail what these laws, rules and regulations say. Within the privacy notice there is also a complaint procedure for you or your guardian to follow if you believe information has been shared inappropriately.

NOTE: You and your guardian have the right to access your record at any time.

COMMUNITY LIVING PROGRAM

Our Community Living (residential) services are meant to help you live a fulfilling life with as much independence as possible. These services are offered in houses and apartments throughout Boone County, Missouri.

Woodhaven staff will work with you and your guardian (if you have one) to find the best living situation for you that you can afford. You will be able to visit and meet potential house mates prior to making a decision about moving in. It is important that everyone is agreeable to living together. Later on, if an issue comes up between you and your house mates, Woodhaven staff will work with you to resolve it. If you want a new house mate, Woodhaven will help you make a change.

Direct Support Professionals (staff) provide support to meet your needs. They are eager to help you learn new skills and serve as a positive role model or mentor. In all of our homes, staff will talk to you about what you like and what your choices are for community services; such as medical, social, recreational or other services you are interested in. You can do things you like at your home, such as play video games, watch TV or listen to the radio. You may do your laundry and other household activities as you wish.

COMMUNITY CONNECTIONS PROGRAM

Our Community Connections program runs Monday through Friday from 9:00 a.m. to 3:00 p.m. This program takes place throughout the Mid-Missouri area. If you are part of the Community Connections program, you will get to choose what to do based on the activities you enjoy.

Some examples of fun activities include: bowling, bingo, shopping, movies, going on nature walks, or going out to eat, or going on day trips to St. Louis, Kansas City, or Lake of the Ozarks.

You can also use this time to give back to the community by helping others through volunteering. Some of these activities include: delivering meals for Meals on Wheels; caring for animals at the Humane Society; helping out at Coyote Hill Children's Home.

You also have the option of working on developing skills that will help you find a job someday.

SERVICES PROVIDED BY WOODHAVEN

- Help in finding services you need
- Health Care
- Access to Registered Nurses
- Direct Support Professionals (staff) 24 hour support
- Rides to your activities, appointments, and work in Woodhaven cars or minivans.
- Para-transit/Assistance with Public Transportation
- Training/teaching in:
 - Self-care
 - Expressing yourself through speaking, sign language, or with the assistance of communication devices
 - Social skills development
 - Self-advocacy
- Having access to and being successful at doing the activities you enjoy
- Getting out into the community regularly
- Learning to be more independent



Make new friends and stay connected with your community.

- Making choices about your life
- Taking more responsibility for yourself and for the care of your home
- Sexuality and relationship issues
- Meeting and getting along with others
- Health and safety
- Nutrition/Health/Wellness/Fitness Programs
- Cooking
- Planning menus
- Doing laundry
- Money Management
- Planning fun things to do
- Others as needed

CHOICE OF SETTINGS

We will work with you to learn about your likes and dislikes. This means you have the choice of where you live, work and do things in the community, including doing things with people who do not have disabilities.

HEALTH SERVICES

Woodhaven has several registered nurses on staff that are experienced in working with people with developmental disabilities. Woodhaven staff will also make sure that you see your community doctors and dentist every year or more often if needed.

The nurses at Woodhaven can provide the following services to you in your home or in the office:

- Care for illnesses
- Obtaining samples for lab work
- Foot care
- Help with medications
- Cleaning ears
- Follow-up care for surgery and accidents
- Help with finding community doctors
- Removing stitches
- Monthly nursing assessments

OTHER PROGRAMS

Should you decide that you would like to get involved in other programs outside of the agency, we are more than happy to help you gain access to them. If you want a job, you can talk with your Home Coordinator and they will help you set up a meeting to talk about your employment options.

ADMISSION

Woodhaven admits adults whose needs can be met by the agency. No person shall be denied admission because of race, religion, national origin, gender, sexual orientation, or veteran status.

ADMISSION CRITERIA

The following are used to decide if an individual can be successful in our programs:

- The individual must have a developmental disability.
- Woodhaven must be able to provide adequate supports to ensure the individual's safety.
- The individual must have or be eligible for funding.

Individuals who will not be considered for admission are:

- Those with highly specialized medical needs that require services and/or equipment beyond those available to Woodhaven
- Individuals who may be dangerous to themselves and/or others that we can not safely support.
- Individuals for whom Woodhaven cannot provide the needed staff or supports.
- Individuals who lack funding to pay for services.

If you are going to be served at Woodhaven, you will be given a chance to visit homes where you might live. If you and the residents of that home feel good about the visit, you will visit for a longer time (maybe for dinner and an activity). If that goes well, you will spend the weekend or a longer period of time at the house. By doing this, we make sure that you and your house mates are a good match. Everyone needs to be agreeable to match.

If you become unhappy with your house mate, you can request a move or a change of location. Woodhaven staff will work hard to find you a site that is a better fit.

PROGRAM COSTS

Your cost will be based on the services and supports you need. Community Living Costs are based on room and board costs as well as the cost of staff services and other support expenses. Costs each day range from \$100/day to over \$600/day depending on the supports you require.

DISCHARGE

Any person may be discharged for the following reasons:

- Woodhaven can no longer meet the needs of the individual.

- The individual's or the guardian's goals and desires do not meet the values of the organization.
- There are medical problems that require staffing and/or equipment beyond those available to Woodhaven.
- The individual becomes dangerous to self and/or others and cannot be safely supported.
- Woodhaven cannot provide the needed staff or supports for the individual.
- Funding is not available.

The Individual Planning team may ask the Admission and Discharge Team to discharge the individual. The team lets the Chief Operating Officer (COO) or his or her designee know about the decision. The team also suggests referrals to other services.

The COO or his or her designee will let the person, the family, the guardian, and/or the funding source know that services provided are no longer right for the individual.

Woodhaven staff will work with the Individual Planning team to help find new services as quickly and smoothly as possible. They will also provide any and all records that are requested to make the transition smooth.

FOLLOW UP

At 30 days, 60 days, and 90 days after discharge, the Program Manager will write or telephone the contact person to see how the individual is doing in his/her new program.

RIGHTS OF INDIVIDUALS RECEIVING SUPPORTS FROM WOODHAVEN

You have the same legal rights and same legal responsibilities as any other citizen (unless they are restricted by law, as in a guardianship). This means you can do things like register to vote, get a job, get an ID card, obtain an education and be considered an adult by the State when you are 18 years old.

Woodhaven staff will ensure that:

- You are treated with dignity and respect. You will be talked to nicely and helped in a positive way.
- Confidential information is not shared with others.
- Your privacy will be respected.
- You will be free from:
 - Abuse
 - Financial exploitation
 - Retaliation if you make a complaint
 - Humiliation
 - Neglect

The Department of Mental Health has put together information that is included on the next few pages that outlines both the rights you have as well as the responsibilities that go along with each right. These are based on the "Missouri Quality Outcomes."

RIGHT	RESPONSIBILITY
<p>TO BE TOLD HOW TO MAKE A COMPLAINT & BE HELPED TO DO SO WITHOUT BEING AFRAID SOMEONE WILL BE UPSET WITH YOU</p>	<p>TO MAKE A COMPLAINT TO THE RIGHT PEOPLE</p>
<p>YOU CAN CHOOSE SOMEONE TO HELP YOU MAKE DECISIONS OR ACT ON YOUR BEHALF</p>	<p>TO CHOOSE SOMEONE WHO KNOWS YOU WELL AND YOU CAN TRUST</p>
<p>CONTROL YOUR PERSONAL MONEY</p>	<p>PAY YOUR BILLS AND MANAGE YOUR MONEY</p>
<p>TO RECEIVE SERVICES REGARDLESS OF RACE, CREED, MARITAL STATUS, NATIONAL ORIGIN, DISABILITY, RELIGION, SEXUAL ORIENTATION, GENDER OR AGE</p>	<p>TO CONTACT THE OFFICE OF CONSTITUENT SERVICES IF YOU HAVE A COMPLAINT</p>
<p>TO HAVE RULES AND POLICIES IN AN ACCESSIBLE FORMAT AND EXPLAINED TO YOU SO YOU CAN UNDERSTAND</p>	<p>TO ASK FOR THE INFORMATION IN A FORMAT THAT BEST MEETS YOUR NEEDS</p>

RIGHT	RESPONSIBILITY
TO HAVE A JOB AND MAKE MONEY	TO KEEP A JOB, SO YOU CAN LIVE THE WAY YOU WANT
TO KEEP THINGS OF YOUR OWN	TO TAKE CARE OF YOUR THINGS
TO SEE INFORMATION ABOUT YOU IN A WAY YOU CAN UNDERSTAND AND FOR INFORMATION ABOUT YOU TO BE KEPT PRIVATE	TO ASK FOR INFORMATION IN A WAY YOU CAN UNDERSTAND
TO CHOOSE WHO HELPS YOU AND TO SAY YES OR NO TO HELP AND TRAINING	TO EDUCATE YOURSELF ABOUT SERVICES AVAILABLE AND THOSE WHO PROVIDE SERVICES
TO HAVE PRIVACY, SPENDING TIME ALONE, TO TALK TO WHO YOU WANT TO PRIVATELY	TO SPEAK UP WHEN YOU WANT TO BE ALONE
TO BE ABLE TO SEE CURRENT NEWS AND MEDIA	TO INFORM YOURSELF OF WHAT IS GOING ON IN THE WORLD AROUND YOU

RIGHT	RESPONSIBILITY
<p>TO LEAD MY ISP AND INVITE THOSE WHO ARE IMPORTANT TO ME</p>	<p>TO ASK FOR THE HELP I NEED IN ORDER TO DIRECT MY PLANNING PROCESS AND MEET TIMELINES</p>
<p>TO BE TREATED WITH RESPECT AT ALL TIMES AND TREATED AS A PERSON LIKE ANYONE ELSE UNDER THE LAW</p>	<p>TO TREAT OTHERS THE SAME WAY YOU WANT TO BE TREATED, TO BE RESPONSIBLE, NOT BREAKING ANY LAWS</p>
<p>TO HAVE A SAFE, CLEAN HOME AND TO CHOOSE WHERE YOU WANT TO LIVE AND WITH WHOM</p>	<p>TO KEEP YOUR HOUSE SAFE AND CLEAN. TO CHOOSE A HOME THAT YOU CAN AFFORD AND BE A GOOD HOUSE MATE</p>
<p>TO BE FREE FROM PEOPLE HITTING YOU, HURTING YOU, YELLING AT YOU, SAYING HURTFUL THINGS OR RESTRICTING YOUR MOVEMENT</p>	<p>TO TELL SOMEONE IF YOU FEEL THAT YOU ARE BEING HURT</p>
<p>TO REACH MY MAXIMUM INDEPENDENCE AND BE A PART OF THE COMMUNITY</p>	<p>TO ASK FOR THE HELP THAT YOU NEED</p>

RIGHT	RESPONSIBILITY
TO GET MEALS THAT ARE HEALTHY AND GOOD FOR YOU	TO CHOOSE FOODS THAT HELP KEEP YOU HEALTHY
TO GO TO CHURCH OR YOUR PLACE OF WORSHIP, OR NOT TO GO TO CHURCH OR A PLACE OF WORSHIP	TO RESPECT OTHERS' CHOICE OF WORSHIP
TO JOIN IN GROUPS AND ACTIVITIES THAT YOU CHOOSE	TO BE A GOOD TEAM PLAYER
TO SAY "NO" TO BEING A PART OF ANY STUDY, EXPERIMENT OR MEDICAL TREATMENT	TO ASK FOR HELP TO MAKE CHOICES AND UNDERSTAND CONSEQUENCES
TO GO TO THE DOCTOR, OR HOSPITAL WHEN YOU NEED TO, AS SOON AS YOU NEED TO	TO LISTEN TO YOUR DOCTOR AND FOLLOW THEIR SUGGESTIONS OR GET A SECOND OPINION
TO BE FRIENDS WITH BOTH MEN AND WOMEN	TO BE RESPECTFUL OF YOUR FRIENDS AND CHOOSE FRIENDS THAT WILL RESPECT YOU

If any rights are to be restricted, the reasons must be stated in writing in your ISP and approved by you, your guardian and your team to protect you. Rights will be restored as soon as possible. Any such plan must be fully explained to you.

All ISPs that limit rights are reviewed by the Due Process committee at the Central Missouri Regional Center office. This is to make sure the plan does not take away rights unless necessary. They also make sure that there is a plan to give back the rights as soon as possible.

COMPLAINTS/RIGHTS VIOLATION/ GRIEVANCE PROCESS

A violation of your rights as a person is anything which prevents you from doing something that you are allowed to do under the United States Constitution, state or local laws, or the policies and procedures of Woodhaven.

If you believe that a violation or restriction of rights has taken place or you have a complaint that has not been resolved at Woodhaven you have the following options available to address the perceived violation:

- Talk to the boss of the person you believe committed the violation.

- After the talk, if you are still not happy with the situation, put the problem in writing or choose someone to write it for you. (If you have a Service Coordinator at the Boone County Family Resources, you could have that person help you with the complaint). Give the verbal or written complaint to the boss of the person you believe is violating your rights. If you cannot find the person's boss, you may take the written complaint directly to the Director of Programs of Woodhaven.
- The person's boss or the Director of Programs will talk about the problem with you within two days.
- After all discussions, management will send a written reply to you and your guardian.
- You WILL NOT be retaliated against by any employee of Woodhaven if you make a formal complaint. This means that your staff will not be mean to you or not let you do something because you spoke up about a concern.

If you and your guardian are not satisfied with Woodhaven's response, you have the right to go outside Woodhaven for assistance. Appropriate places to contact would be:

1. Service Coordinator at Boone County Family Resources - (573) 874-1995
2. The local unit of the state Department of Mental Health - (573) 441-6278

3. The State Protection and Advocacy Services agency is always available to any individual supported by Woodhaven as well. You can reach them by phone at (573) 893-3333.
4. You can make an anonymous complaint at the Division of Constituent Services 1 (800) 364-9687.

A copy of the complaint form is attached to the back of this handbook.

ASSESSMENT AND INDIVIDUAL PLAN

During the first 30 days after you are admitted, there will be a meeting to make sure Woodhaven can provide the supports you need. A 30-day review will be held to write an Individual Support Plan (ISP) with personal goals.

Each year, you, your guardian and your support staff will be interviewed in order to write a functional profile. This profile helps identify your current dreams, interests and support needs. It also describes your current lifestyle, including cultural background. The profile identifies the services that will be part of that year's ISP.

The information from the functional profile will be used to create an ISP for you for the year. The ISP includes information about how you choose to live your life, your desires and choices, your medical conditions, and what kind of supports you need. The plan will also describe the assistance you will need to develop and maintain successful relationships. This information is divided into two sections: 1) desired outcomes and 2) a plan of action to achieve each outcome.

You and those supporting you all have roles in helping you achieve your outcomes. You and your planning team will review your progress on a monthly basis.

All individuals served by Woodhaven are encouraged to play a major role in creating their own ISP. Your BCFR Service Coordinator creates the ISP. Woodhaven staff will create a Supported Living Plan, which explains to staff the best way to support you and the functional assessment, which includes your input on what you want to work on and achieve in the upcoming year. You and your guardian will receive copies of the functional profile, Supported Living Plan (SLP) and the ISP.

Both of you will be asked to sign the functional profile, SLP and ISP to show that you agree with them.

EMERGENCY PROCEDURES

During the first week in your new home, your staff will show you what to do in case of an emergency. Emergency drills are held monthly so you will know what to do. We practice all of the following drills.

- Fire Drills
- Tornado Drills
- Bomb Threats
- Earthquake Drills
- Medical Emergency
- Power Failure
- Threatening Person
- Ice Storms

Your staff will work with you to learn what to do in each emergency.

LEADERS EMBRACING ADVOCACY & DIVERSITY (LEAD)

LEAD is an advocacy and advisory council that meets at 4:30 PM on the last Wednesday of every month in the Billy J. Palmer Training Center. The group discusses suggested changes to the way Woodhaven provides services as well as ways each member can be an advocate for themselves and for others in their home, in the community and at the state level. This is also a perfect setting to discuss any perceived violations of your rights or other issues you are having.

FREQUENTLY ASKED QUESTIONS

ALCOHOL

Some individuals at Woodhaven who are over 21 choose to drink alcohol on occasion if their guardians (if they have them) agree. They must also get their doctor's permission if they are taking medications or have a medical condition that alcohol could affect. This can be discussed at your ISP meeting and Woodhaven can include this in your plan.

ILLEGAL DRUGS

Drugs that are not legal such as marijuana or cocaine are not allowed at any Woodhaven home.

WEAPONS

Woodhaven does not allow guns or other weapons in its homes. By choosing to receive services from Woodhaven, you are agreeing to this.

DRESS

How you dress is your independent choice. The clothes you wear make a statement of who you are and who you want to be. Your clothing choice need only be appropriate to the activity in which you are participating.

PERSONAL POSSESSIONS

You are encouraged to decorate and furnish your room/house to reflect your own personal taste, interests, ethnic background, etc. You can do this with radios, televisions, art, pictures, additional furniture, etc. Your room/house should be safe (for example, no fire hazards or things that others could trip over) and decorated in a way that would not offend your house mates.

PETS

Individuals in their homes can keep pets if approved by their house mates and landlord. There may be some restrictions on the type of pet that will be allowed. A deposit will be required. All persons living in a home should agree if a pet is to become part of the household. Any pet must have all its shots kept up-to-date by a licensed veterinarian. Expenses for pets to live in a home (such as pet food, medicines, increased rent, pet deposits, and any pet damages) will be the responsibility of the individual who owns the pet. If a lease does not allow for pets, then that home cannot have pets.

PRIVACY

Your right to privacy will be respected. You will have a private bedroom. Your living area in your home is your own. Your home will not be visited without your

permission, particularly your private area within your home, by anyone other than Woodhaven staff, your service coordinator or other recognized personnel.

You can talk with your family and friends privately. You will have privacy in your bedroom. Staff will knock before entering your home or room.

You and your guests must respect the privacy of the other individuals living in the home. You do not have a right to enter any other person's room, disturb any other person's property, or review any other person's records without his/her permission. This includes staff that live in the home. No individual or his/her visitors shall have access to the private quarters of staff living or sleeping in the home.

RELIGIOUS PRACTICE

You have a right to attend or not to attend religious services. It is your choice. If you choose to attend, your staff will arrange transportation and any other assistance you may require.

SMOKING

All Woodhaven buildings, individuals' homes, and vehicles are no smoking areas. Individuals wishing to smoke will be provided an area outside the home to smoke.

TELEPHONE USAGE

You have a right to use your telephone. If you choose to make long distance calls, arrangements to pay for these will be made with your Home Coordinator.

VACATIONS

Your vacations are important to your quality of life. Medicines will be made available to take on vacation.

VISITORS AND GUESTS

Visitors are welcome at any reasonable time. Both you and your visitors, including your parents, must observe the rules for privacy. Visitors must not be disruptive to the other individuals living in the home.

MISCELLANEOUS

ACCESSING RECORDS & ACCOUNTS

If you or your guardian want to look at your records or your Woodhaven financial account, the Program Manager or Home Coordinator will help you. They will assist you in both finding and understanding the information.

CONFLICT OF INTEREST

It is the policy of Woodhaven to prohibit its employees and directors from engaging in any activity, practice or act that conflicts with or appears to conflict with the interest of its stakeholders (i.e. individuals supported, guardians, family members, staff) or Woodhaven.

An example of a conflict of interest would be to have your family member working as a staff in your home. Woodhaven policy would not allow this to occur.

EMPLOYEE PERFORMANCE APPRAISALS

An employee's work performance is always watched closely. Each new employee is evaluated on an ongoing basis. A formal appraisal is done each year. Since these employees are working for you as well as for us, we want you to tell us how well they are

performing their jobs. You can do this by letting your Home Coordinator or Program Manager know about how your Direct Support Professionals do their job. The Direct Support Professionals want to know when they are doing a good job as well as when there are concerns about their performance. The positive is just as important as the negative.

HIRING DIRECT SUPPORT PROFESSIONALS AND THE HOME COORDINATOR

Individuals supported by Woodhaven are involved whenever possible in hiring staff who will work with them. After a person wanting to work in your home has an interview, you may be given an opportunity to meet with the person. You may ask them any appropriate questions. You will then be asked if you choose to have this person hired. Your guardian may also be involved if he/she asks to be.

HOME PURCHASE/LEASE

Homes are owned by Woodhaven or are leased from realtors, contractors, leasing agencies, the federal government (HUD homes) or private individuals.

You or your guardian will sign the lease. You have the same rights and responsibilities as any other tenant living in Columbia, MO. Lease terms vary from 1 year to multiple years. If you would like to purchase a home,

Woodhaven's COO or his or her designee, or Chief Financial Officer (CFO) will discuss this option with you.

MAINTENANCE PROCEDURE

All maintenance problems are addressed to the Home Coordinator. The Home Coordinator will report problems to the Program Manager who will report to the landlord if it is their responsibility. If it is not the landlord's responsibility, the COO will be informed. The COO will then make the necessary arrangements to take care of the problems.

MONEY MANAGEMENT

Woodhaven will work with you to help manage your money. You will have access to your money, but may ask Woodhaven to take care of your funds. Woodhaven will help pay your bills, make deposits, budget for more costly items and work through how to manage money. You will have your own account and you can ask for help and information about your money.

PUBLIC ASSISTANCE

Woodhaven staff will assist you in applying for any public assistance, such as food stamps or reapplying for Medicaid, etc. that you are eligible for, if CMRO is the payee of your benefits. If your guardian is the payee, they will apply for benefits for you.

WOODHAVEN
STATEMENT OF COMPLAINT OR CONCERN
BY AN INDIVIDUAL RECEIVING SERVICES, GUARDIAN OR FAMILY MEMBER

Name: _____ Date: _____

Guardian/Family Member Name: _____

City & State You Live In: _____

Please describe your complaint or concern:

Please describe how you would like to see your complaint resolved:

Received by: _____
Name & Title

Date Received by Director of Programs: _____

Signature of Person Submitting Complaint

Date