

**BLUE WATER DEVELOPMENTAL HOUSING, INC.  
POLICIES AND PROCEDURES: EMPLOYEE INFORMATION**

<b>SUBMITTED BY:</b> Kathy Baker	<b>DATE SUBMITTED:</b> 06/99	<b>SECTION:</b> Administrative	
<b>BOARD APPROVED ON:</b> 08/99	<b>DATE REVISED:</b> 07/14/08, 3/27/2023	<b>SUBJECT:</b> Human Rights	
<b>ANNUAL REVIEW BY EXECUTIVE DIRECTOR:</b> 10/19/16, 11/21/18, 09/16/2020, 9/16/2022, 3/27/2023		<b>POLICY #:</b> EA-004	<b>PAGE #:</b> 1 of 2

**I. APPLICATION**

The following provisions shall apply to all employees of Blue Water Developmental Housing, Inc. (BWDH).

**II. POLICY**

It shall be the policy of Blue Water Developmental Housing that a Human Rights Committee (HRC) shall be appointed to function as advocates on behalf of the individuals supported, and to review their complaints.

**III. DEFINITIONS**

**Individual Supported:** a person for whom BWDH provides services to.

**Interested Party:** a person in an individual's life, who is interested in their care and well-being (a parent, other family member, or guardian).

**Complaint:**

- A. As defined in Public Act 149 of 1994, also known as the Vulnerable Adult Act, or as defined in Community Mental Health policy title Recipient Rights.
- B. A disagreement between an individual receiving services regarding the provision of services and/or supports.
  - a. Grievance with BWDH: situation in which the services provided are not satisfactory to the individual and/or interested party.
  - b. Person Center Planning Grievance: a situation in which BWDH's Person Centered Plan is not being implemented satisfactorily, in the opinion of the individual and/or interested party.

**Grievance with BWDH:** situation in which the services provided are not satisfactory to the Consumer and/or Interested Party.

**Person Center Planning Grievance:** a situation in which BWDH's Person Centered Plan is not being implemented satisfactorily, in the opinion of the Consumer and/or Interested Party.

**IV. STANDARDS**

- A. BWDH has designated the HRC to review complaints and make recommendations to the executive director, regarding services provided by the organization.
- B. The purpose of the HRC is to:

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- a. Identify system or procedural issues and employee training needs arising out of HRC case reviews, and make recommendations to address such issues and improve the overall quality of services provided by BWDH.
- b. Conduct an ongoing review and assessment of HRC practices, processes, procedures or protocols.

**V. NOTIFICATION/PROCEDURE**

<b>WHO</b>	<b>DOES WHAT</b>
Community Services Division Director	1. Assures that the HRC meets as needed to review the individual's and/or interested party complaints.
Human Rights Committee (HRC)	2. Reviews data and makes recommendation(s) to the executive director.
Executive Director	3. Reviews and approves recommendation(s) of HRC.

**VI. EXHIBITS**

- A. <..\..\Forms\Complaint forms\Human Rights Complaint Form.doc>