

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

SUBMITTED BY: Kathy Baker	DATE SUBMITTED: 06/99	SECTION: Rights	
BOARD APPROVED ON: 08/99	DATE REVISED: 06/07/17, 08/15/18	SUBJECT: Human Rights	
ANNUAL REVIEW BY EXECUTIVE DIRECTOR: 06/07/17, 08/15/18, 05/05/21		POLICY #: IG-001	PAGE #: 1 of 2

I. APPLICATION

The provision stated herein shall apply to all individuals supported by Blue Water Developmental Housing, Inc. (BWDH).

II. POLICY

It shall be the policy of the organization that a Human Rights Committee (HRC) shall be appointed to function as advocates on behalf of the individuals, 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: a 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 employee is not implementing the individual plan of service satisfactorily, in the opinion of the individual 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:
 - 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.

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V. NOTIFICATION/PROCEDURE

WHO

DOES WHAT

Community Services Division
Director

1. Assures that the HRC meets as needed to review the individual's and/or interest 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. Human Rights Report
- B. Grievance Complaint Form