



Rights Champion NEWSLETTER

A publication of St. Clair County Community
Mental Health's Office of Recipient Rights

Congratulations
to the newest
Rights Champions:

Amy Card

BWDH

Springborn Group Home

Mike Schneider

Innovative

Scott Group Home

**Nykole Remick
Jacklyn Russell**

IMPACT

Charmwood Group Home

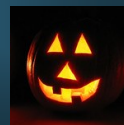
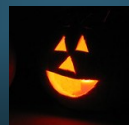
Look inside for more information
about our newest Champions

Award recipients receive a certificate of recognition, a “Rights Champion” cooler bag, delivered with a treat to their place of employment. In addition, “Rights Champions” are highlighted in this newsletter and on the St. Clair County Community Mental Health Authority Facebook page.

MDHHS-ORR ANNUAL CONFERENCE

The Michigan Department of Health and Human Services (MDHHS) Office of Recipient Rights (ORR) hosted their 32nd Annual Recipient Rights Conference September 16th through 19th. The conference offered 22 training sessions and was titled, “Creating Connections.” SCCCMHA—ORR staff and a Recipient Rights Advisory Committee member attended this conference.

We hope everyone has a
safe and happy Halloween!



REMINDER

Printable
Poster
on Page 2



NEGLECT: CLASS III

330.7001

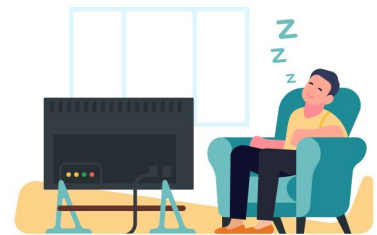
Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law and/or rules, policies, guidelines, written directives, procedures, or individual plan of service that either placed or **could have placed** a recipient at risk of physical harm or sexual abuse.

Examples of POSSIBLE neglect violations

- Loosing a recipient in a public place
- Not providing supervision per the IPOS
- Allowing a recipient to hold a firecracker
- Driving recklessly with a recipient in the car/van
- Failing to secure a recipient in a wheelchair or assistive device
- Allowing unauthorized persons to provide care to recipients



- Leaving recipients in a van unsupervised
- Med Errors
- Sleeping on shift
- Inadequate staffing ratios
- Not following a doctor's order



- Not following an IPOS, agency policy, guideline, directive, law, etc.

The failure to report apparent or suspected Abuse: Class III or Neglect: Class III of a recipient can result in a Neglect: Class III substantiated violation against the person who failed to report!

REMEMBER!



Amy Card

Supervisor

Springborn Group Home



“Amy has demonstrated unwavering commitment to improve the quality of life for a resident in the home she supervises - a resident who had spent years on transfer lists...Through consistent advocacy and relationship-building with both the resident and guardian, Amy has helped create a stable and supportive environment. The resident now participates in meaningful outings...going to the movies with housemates, and attending camp for the first time in June. He is visibly happier and more engaged. Amy’s ability to put the resident’s need first, while fostering trust and collaboration, is the true definition of service excellence. Her efforts have made a lasting impact on this individual’s life.”

“Excellent at her job, answers all questions with complete answers, very good with all clients. Treated with Dignity and Respect. Keeps a very good eye with everything she is doing all the time.”

How long have you worked to provided support to our most vulnerable individuals?

“3.5 Years”



What is the most rewarding part of your job?

“Spending time with our friends.”



What are your hobbies outside of work?

“Hunting, baseball.”





Mike Schneider

Direct Care Worker
Scott Group Home

“I think Mike would be a good representative of Innovative for this (Right’s Champion) program and he is very good with the clients.”



**How long have you worked to
provide support to our most
vulnerable individuals?**

“17 Years”

**What is the most
rewarding part of your job?**
**“Having a positive impact on the
lives of others.”**



What are your hobbies outside of work?
“Sports, exercise, cooking, cards.”





"Both of these gals are on top of the workings of Charmwood. They both know any question you ask or will find the answer. The home has become such a great place for the clients - geared around the clients. They seem to make the clients feel at home and help each of them be the best version of themselves. They get them on outings and create the best kind of atmosphere for each individual to grow."



Nykole Remick

Supervisor

Charmwood Group Home

Jacklyn Russell

Direct Support Professional

Charmwood Group Home

How long have you worked to provide support to our most vulnerable individuals?

"5 Years"

"8 Years"

What is the most rewarding part of your jobs?

"It's the relationships with our individuals, their family, and staff in the community that make the hard days worth it."

"Whenever I can brighten someone's day, it also fills my own cup. I look forward to coming into work and being greeted with a smile. The people I care for teach me a lot about myself as well. I have learned forgiveness, patience, and above all, living each day to the fullest. I wouldn't change my job for the world!"

What are your hobbies outside of work?

"Spending time with family, sports, and shopping!"

"Camping, football, and spending time with family."



COMPLAINT RESOLUTION SYSTEM

Per SCCCMHA policy, employees/volunteers are required to report recipient rights complaints to the Office of Recipient Rights within 24-hours of any known or suspected recipient rights violations. Please note: Complaints can always be filed anonymously.

How to File a Recipient Rights Complaint:

- 1) **Mail a completed Recipient Rights Complaint Form to:**
Office of Recipient Rights
3111 Electric Avenue
Port Huron, MI 48060
- 2) **Fax a completed Recipient Rights Complaint Form to:**
Attn: Office of Recipient Rights 810-966-3393
- 3) **Email at RecipientRights@scccmh.org or** call the Office of Recipient Rights at: (810) 985-8900, or
- 4) **Visit the Office of Recipient Rights** and report your complaint in-person (address in #1)

Contact the Office of Recipient Rights

If you have questions about Incident Reports, ORR Background Checks, Site Visits, or need assistance filing a complaint, please contact a staff member of the Office of Recipient Rights. We are here to support you!

- | | |
|-------------------------------|----------------|
| ① Sandy O'Neill, Director: | (810) 966-3356 |
| ① Marissa George, Advisor: | (810) 966-3547 |
| ① Tracy Duncan, Advisor: | (810) 276-4423 |
| ① Jocelyn Henderson, Advisor: | (810) 966-3516 |
| ① Sandy Home, Technician: | (810) 966-3710 |

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- Vice-Chairperson: Lori Ames

GENERAL MEMBERSHIP:

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