

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: May 12, 2015

Date/time/location of next meeting: August 11, 2015, 1120 Seven Lakes Drive, West End NC

Attending: Nancy McNiff, Elaine Hayes, George E. Reynolds, Jr., Lori Richardson, Teresa Butler, Carol Whitaker, Marilyn Gilliam, Ross Streater

Absent: Carol DeBerry, Leann Henkel, Anthony Copeland

Liaison: Anne Kimball

Guest: Anna Hearth, Mary Kidd (Sandhills Center)

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><u>Call to Order</u> Carol Whitaker, Chair</p>	<ul style="list-style-type: none"> ➤ The meeting was called to order at 5:00 p.m. by Carol Whitaker. 	
<p><u>Approval of Minutes</u> Carol Whitaker, Chair</p>	<ul style="list-style-type: none"> ➤ Nancy McNiff made a motion to accept the March 10, 2015 minutes. Lori Richardson seconded the motion. 	<p>Members present voted unanimously to approve the minutes.</p>
<p><u>Quarterly Routine Monitoring Report January-March 2015</u> _____ Anna Hearth</p>	<ul style="list-style-type: none"> ➤ Anna Hearth shared the Quarterly Monitoring Report for January-March 2015. A handout was provided to the committee members. Ms. Hearth responded to questions from the committee. 	
<p><u>Quarterly Investigations Report January-March 2015</u> _____ Anna Hearth</p>	<ul style="list-style-type: none"> ➤ Ms. Hearth reviewed the Quarterly Investigations Report for January-March 2015. A handout was provided to the committee members. Ms. Hearth responded to questions from the committee. 	
<p><u>Quarterly Incident Report January-March 2015</u> _____ Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Incident Report for January-March 2015. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. 	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Quarterly Complaint Report January-March 2015</p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Complaint Report for January-March 2015. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. 	
<p>Announcements</p>	<ul style="list-style-type: none"> ➤ Anne Kimball informed the committee of a correction that was made in the Sandhills Center Member Handbook. Revised handbooks were made available to the committee. ➤ Committee members acknowledged how important and informative the crisis communication pocket cards have been to the community. ➤ Chair Whitaker, announced that the committee will not meet in July. The next meeting will be August 11, 2015. 	
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Clients Rights Committee meeting minutes dated 3/10/15 ➤ Quarterly Routine Monitoring Report ➤ Quarterly Investigations Report ➤ Quarterly Incident Report ➤ Quarterly Complaint Summary Report ➤ Sandhills Center Member Handbook (Revised November 7, 2014) ➤ Crisis Communication Pocket Cards 	
<p>Adjournment</p>		<p>The meeting was adjourned at 6:00 p.m.</p>