THE OFFICE OF HUMAN RIGHTS REVIEW PROCESS

WELCOME FROM THE OFFICE OF HUMAN RIGHTS!

The information below is to help navigate you through the Human Rights review process.

- Prior to receiving a license, you, as a new provider, must develop policies that are in compliance with the Human Rights policies as required by regulation Virginia Administrative Code - Title 12. Health - Agency 35. Department Of Behavioral Health And Developmental Services - Chapter 115. Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department, which will include a complaint resolution policy.

- You will email your complaint resolution policy along with a completed Human Rights Compliance Verification Checklist (HRCVC) to OHRpolicy@dbhds.virginia.gov.

- Within 30 working days of receipt of the required information, the OHR State Human Rights Director (SHRD) or designee will notify you of the status of your complaint resolution policy.

- If approved, you will receive the following:
  - A Welcome Letter, referring you to your assigned advocate
  - The current statewide provider training schedule
  - A copy of your HRCVC.
    - DD providers will also receive relevant HCBS documents.
- If not approved, guidance for compliance will be provided at that time.

- At the time of your onsite inspection, your licensing specialist will confirm the Office of Human Rights approved your complaint resolution policy.

- **Your assigned advocate will:**
  - contact you to review your HRCVC and/or request the following documents:
    - The remainder of your Human Rights policies
    - A copy of your trained investigator certification
    - Documentation/evidence of your human rights competency based training
  - Notify you of the Local Human Rights Committees (LHRC) in your region, and the process for accessing a committee for a review/hearing.
  - Follow up to ensure access to training and guidance on new provider orientation, CHRIS reporting, investigating abuse and neglect and any other assistance as needed.