

NEWS, UPDATES, AND REMINDERS

FROM YOUR BMHA - RIVERWOOD CENTER
OFFICE OF RECIPIENT RIGHTS



RIVERWOOD ORR WEBPAGE

Several updates have been made to the Riverwood Rights Webpage - www.riverwoodcenter.org/rights. Our webpage now has a number of useful tools, resources, and documents available to you at any time. These include our incident report, complaint forms, required ORR forms and postings as well as information about our monthly virtual rights training and a link to register.



ORR VIRTUAL TRAINING

Expectations & Reminders

The Riverwood Rights Office continues to hold monthly rights training virtually. We would like to remind all providers of our expectations:

- Training starts promptly at the time given, anyone who is more than 10 minutes late will need to reschedule.
- All participants must join with their cameras on from a smartphone, computer, or tablet. We must see that participants are actively listening and participating during class. This is considered a face to face training.
- If connecting as a group, all participants should be seen in the camera and participating.
- Students should not be working or driving during class.
- Students must complete the quiz by the given deadline to receive a certificate.

INCIDENT REPORTING

Reminders & Trends

Just a reminder that all incident reports should be sent to the Rights Office within 24-48 hours.

We would also like to remind providers and staff that you should now be using the updated/revised incident report that was sent to you late last year. This can be found on our website as mentioned above.

Few more reminders when completing and submitting incident reports:

- Please fill the form out completely. This includes case numbers and persons notified.
- Include any and all follow-up that was made by staff/management.
- Please paint a full picture of what happened before, during, and after the incident.

Thank you for continuing to advocate for the recipients that we serve!