

Self-Governance and Self-Advocacy

Policy:

Morgan Support Services encourages people participating in our services to take an active role in becoming better self-advocates as well as utilizing a variety of modes of communicating their concerns and suggestions to improve the operation of programs for themselves and others.

Procedure:

All people receiving services and their legally responsible person will have the agency grievance/complaint procedure of MSS explained to them at least once per year.

All people supported will be given copies of rights booklets along with adequate explanation of the contents. They shall sign off indicating that they have received rights information at least annually.

People will be encouraged to utilize the opportunity for documenting their opinions, suggestions, and complaints through the Satisfaction Survey sent out yearly as well as through use of the Suggestion Box.

MSS will have Town Hall meetings the second Friday of each month during which time people will be encouraged to give input on programming, scheduling, activities, community involvement, and other issues regarding the operations of the agency.

MSS will facilitate a Governing Council made up a President, Vice President, and Secretary elected by their peers. The Council will meet monthly to discuss issues regarding agency operations, educational activities to promote self-advocacy, opportunities to participate in community advocacy programs, and other matters of interest or concern to those who receive services through the agency. MSS staff will provide support as needed to schedule meetings and events, guide discussions, and maintain meeting minutes.