

## Annual Report on Human Rights and Critical Incidents

Calendar Year 2013

### **Level-1 Incidents:**

There were six Level-1 incidents reported during the calendar year. No trends were identified.

### **Level-2 Incidents:**

There were two Level-2 incidents reported during the calendar year. No trends were identified.

### **Level-3 Incidents:**

There were no Level-3 incidents reported during the calendar year.

### **Failure to Provide Back-Up Staffing Incidents:**

There were 25 incidents of failure to provide back-up staffing during the calendar year. No trends were identified however it was suggested that better communication between Life Alliance employees and consumer families would assist in reducing the number of these incidents.

### **Other:**

No changes were made to our list of client/consumer rights.

Luray Rominger, a Qualified Professional from another agency, joined the Human Rights Committee.

Consumer JF and his mother joined the Human Rights Committee.