

**A LIST OF ACTIONS THAT YOU CAN TAKE TO HELP BRING JUSTICE FOR THE SHIELD VICTIM/MEMBER (?)**

- 1) A Complaint and Grievance to the hospital addressed to Patient Experience/Patient Satisfaction, Risk Management, and Patient Safety.
- 2) A call out to Patient Satisfaction/Patient Experience Department of the hospital asked them why these procedures are taking place at their facility.
- 3) Disability Rights Intake form online can be filled out. Fill it out to the best of your knowledge then ask the Patient to call themselves and reference it. They need to speak with the Disabled themselves.
- 4) Advocating for whatever the Patient wants and needs us to do. Examples would be: Getting the proper housing information for them for better living, change of environment, Community Support network (Supportive Housing Connections/Case management, Housing Voucher, Housing Authorities, Peer Case Management, Peer Warmlines and Respite), advocating for a Social worker of the hospital to be sent to the unit to speak and help the patient with these needs so coordination will be in place for discharge. Anything the Patient needs to be able stabilize and succeed within the community, get well and heal.
- 5) The Doctor and his oversight should be contacted and we should be the voice of our powerful network and the voice of the Patient. Take note and remember how powerless you were and/or a family member or friend. Contacting the Director/Administrator that oversees the Psych Dept. will help too.  
For example: Attn: Dr. Lim, MD  
Cc: Dr. Holbert

Send to their emails that can be found as usual. You can also send this as an attachment to Pt Experience/Pt. Satisfaction, whichever the hospital calls their department.

- 6) Copies of the letters/faxes sent to the hospital and doctor(s) can be attached to a formal letter that has been addressed to State Departments and Government agencies. These are the current ones being contacted and submission of Complaints can be filed on the patient's behalf about forced ECT.
  - 1) Department of Health (for the state they are being held)
  - 2) Office of Civil Rights (for that state he/she is in)
  - 3) MHA – Mental Health Association and DMHAS – Division of Mental Health and Addiction Services, Ombudsman at the Division and MHA
  - 4) Local District Legislation
  - 5) The Governor's office
  - 6) The Agency/Behavioral health facility that forced this upon the Patient (outpatient facility). Complaints can be against them also.
  - 7) A complaint with JHACO -The Joint Commission. They accredit the hospital and make sure everything is up to code. They do Quality checks, etc.

annually I believe on healthcare facilities. After the facility is Accredited and Certified, they receive The Gold Seal of approval so performing forced ECT on a patient, should not be accredited in "our" eyes.

8) Media outlets (The Local paper, News channels, etc.

\*Follow-up is crucial if no response back. Document times and dates and who you spoke with.

7) A response from the People and the Actions they took (?)