

SOUTH SUBURBAN REGION MEETING MINUTES

Wednesday, September 17th, 2025

Trinity Services
(Conference Room)
301 Veterans Parkway
New Lenox, Illinois 60451

The regular scheduled meeting of the Human Rights Authority, South Suburban Region was called to order by Jennifer Hodges, the Chairperson at 10:15 a.m.

PHYSICALLY PRESENT: Jennifer Hodges, Allison Boyle, Elizabeth Campbell, Mahmur Hafeez, and Melissa Chandarana.

ATTENDED VIRTUALLY: Amy Upson

MEMBERS ABSENT: Carole Burns and Abdurrahman Assaf

STAFF: Geraldine Boatman, HRA Regional Disability Rights Manager
Jon Burnet, HRA Supervisor

GUESTS: None

I. CALL TO ORDER

The HRA Regional Chairperson read the confidentiality statement. It was determined that a quorum was present, and all business could be discussed.

II. COMMUNICATION

It was moved by Elizabeth Campbell to accept the May 14th, July 9th, and August 13th, 2025 meeting minutes. The motion was seconded by Allison Boyle and carried.

III. NEW COMPLAINTS

25-040-9010 (Hospital) The complaint stated that medication was administered without cause. A signed release was received. Allison Boyle moved to accept the complaint for investigation. The motion was seconded by Melissa Chandarana and carried.

25-040-9011 (Psychiatric Hospital) The complaint stated that the recipient was informed that she would not be discharged from the behavioral unit if she refused medication. The complaint also stated that emergency medication was administered without cause. Elizabeth Campbell moved to postpone accepting the complaint for investigation because a signed release was not received. The motion was seconded by Allison Boyle moved and carried. The complaint will be reviewed at the next meeting.

25-040-9012 (Nursing Home) The complaint stated as follows: 1) the facility had failed to safeguard a resident's belongings, 2) residents are not allowed access to the community because the unit is locked, and, 3) the staff are verbally abusive toward the residents. Melissa Chandarana moved to not accept the complaint for investigation because the complainant withdrew the complaint issues. The motion was seconded by Elizabeth Campbell and carried.

25-040-9013 (Cila Home) The complaint stated as follows: 1) the resident is not allowed communication with persons of choice, 2) the staff sometimes do not take the resident to scheduled medical appointments, 3) medication is not administered as ordered by the physician, 4) the resident is not provided with her monthly personal allowance as allotted under the program, and, 5) the resident is not allowed to attend school. A signed release was received. Melissa Chandarana moved to accept the complaint for investigation. The motion was seconded by Mahnur Hafeez and carried.

25-040-9014 (Hospital) The complaint stated that a recipient was restrained, and emergency medication was administered without cause. A signed release was received but the complainant withdrew the complaint issues. Elizabeth Campbell moved to not accept the complaint for investigation. The motion was seconded by Mahnur Hafeez and carried.

25-040-9015 (Police Department) The complaint stated that a recipient was involuntarily transported to a hospital for an evaluation because of her mental health diagnoses and gender. It was reported that the recipient struggled with the police because she did not want to go the hospital. A petition stated that the recipient had made statements of harming her children during the incident. Allison Boyle moved to not accept the complaint for investigation. The motion was seconded by Elizabeth Campbell and carried.

25-040-9016 (Ambulance Company) The complaint stated that a recipient was involuntarily transported to a hospital for an evaluation because of her mental health diagnoses and gender. A petition stated that the recipient had made statements of harming her children during the incident. Elizabeth Campbell moved to not accept the complaint for investigation. The motion was seconded by Melissa Chandarana and carried.

26-040-9001 (Hospital) The complaint stated that a recipient was detained for many hours and that the nursing staff had refused to provide a copy of the petition. A signed release was not received. Elizabeth Campbell moved to postpone accepting the complaint for investigation. The motion was seconded by Melissa Chandarana and carried. The complaint will be reviewed at the next meeting.

26-040-9002 (Hospital) The complaint stated that a copy of the petition was not provided. Additionally, the complaint stated that the recipient was physically restrained with force and medication was administered in the absence of an emergency. A signed release was not received. Allison Boyle moved to postpone accepting the complaint for investigation. The motion was seconded by Mahnur Hafeez and carried. The complaint will be reviewed at the next meeting.

26-040-9003 (Hospital) The complaint stated that as follows: 1) the recipient was not provided with a copy of the petition in a timely manner, 2) the hospital filed a petition that included false information for admission and treatment, 3) the recipient was not allowed to refuse medication and blood work, 4) the staff did not intervene and laughed when the recipient was physically attacked by her peer, 5) the recipient was not allowed to call her attorney outside of the phone hours designated on the unit, and, 6) the recipient was not provided with a phone passcode to share with other persons of choice, and she was threatened with a phone restriction for calling the Illinois Guardianship & Advocacy Commission. Allison Boyle moved to accept complaint issues #1, 3, 4, 5 and 6 for investigation. Allison Boyle moved to not accept complaint # 2 because the recipient's attorney should address this issue during the pending court hearing. The motion was seconded by Mahnur Hafeez and carried.

26-040-9004 (Home Healthcare Agency) The complaint stated that a recipient of homemaker services was terminated from services without adequate cause and notification. Additionally, the complaint stated that the agency's worker had used the recipient's vehicle for personal use (for three months) before the vehicle was returned to the recipient. Allison Boyle moved to postpone accepting complaint #1 for investigation because a signed release was not received. Allison Boyle moved to not accept complaint # 2 because this issue should be reported to the recipient's local police department. The motion was seconded by Mahnur Hafeez and carried. The complaint will be reviewed at the next meeting.

IV. UNFINISHED BUSINESS

The Chairperson motioned to move the meeting into closed session at 11:34 a.m. pursuant to Section 21 of the Guardianship and Advocacy Act (20 ILCS 3955/21) and Section 120/2 (c) (4) of the Open Meeting Act (5 ILCS 120/2) to discuss case assignments, progress reports, reports of findings, responses, and case closures. Melissa Chandarana moved the motion. Mahnur Hafeez seconded and carried as follows: Elizabeth Campbell (yes), Allison Boyle (yes), and Amy Upson (yes).

There were three new case assignments.

Progress Reports

24-040-9013 (Bria Place Nursing Home) The case record was received. A meeting will be scheduled.

24-040-9015 (Silver Oaks Behavioral Hospital) The provider has not responded to the HRA's requests for a meeting to discuss the complaint.

25-040-9001 (Silver Oaks Behavioral Hospital) The case record was received. A meeting will be scheduled soon.

25-040-9005 (Ascension Saint Joseph Medical Center) The case record was received. A meeting will be scheduled soon.

25-040-9006 (Shalom Manor Care) The complaint was discussed with the provider representatives who reported that the policies were sent by fax on June 7th. A signed release for the record was not received. This case will be considered for closure.

25-040-9007 (Silver Cross Hospital) A meeting was held with the provider representatives on September 15th, 2025.

Reports\Responses

24-040-9006 (Ludeman Developmental Center) A report was reviewed at the meeting.

23-040-9009 (Trinity Services) A response to the report that contained one violation was reviewed. Jennifer Hodges did not participate in any discussion about the case. This case will be considered for closure pending a quorum of members (who can vote on the case) physically present at the meeting.

24-040-9003 (Silver Oaks Behavioral Hospital) The report contained three violations. A response was not reviewed. The provider is past the 30-day timeframe to provide a response and has failed to respond to the HRA's telephone calls, emails, and letter about this issue. A letter for possible enforcement will be sent to the provider.

24-040-9004 (South Holland Manor) The report did not contain any violations. A response was not reviewed.

Open session reconvened at 12:27 a.m. having taken no action in closed session. A summary of closed session included three new case assignments, six progress reports, one report of findings, and three cases for possible closure. Elizabeth Campbell motioned, and Allison Boyle seconded and carried.

Reports\Cases Closures\Accept Responses\Make Available to the Public

23-040-9009 (Trinity Services) The case will be considered for closure pending a quorum of members (who can vote on the case) physically present at the meeting.

24-040-9003 (Silver Oaks Behavioral Hospital) A letter for possible enforcement will be sent to the provider. The case will be reviewed at the next meeting.

24-040-9004 (South Holland Manor) Allison Boyle moved to close the case and to make the report public. The report did not contain any violations, and a response was not received. The motion was seconded by Mahnur Hafeez and carried.

24-040-9006 (Ludeman Developmental Center) Allison Boyle moved to accept the report approved by the Program Director. The motion was seconded by Elizabeth Campbell and carried. The case will be reviewed at the next meeting.

25-040-9006 (Shalom Manor Care) Elizabeth Campbell moved to close the case without further investigation because a signed release to thoroughly investigate the complaint was not received. The motion was seconded by Melissa Chandarana and carried.

OTHER UNFINISHED BUSINESS

The HRA welcomed Mahnur Hafeez and Melissa Chandarana to the regional board.

Melissa Chandarana moved to keep the Executive Meeting Minutes for December of 2024 thru June of 2025 closed. The motion was seconded by Elizabeth Campbell and carried.

Mandatory trainings for members need to be completed.

In-person training for HRA members was discussed and possible dates will be provided.

The need for HRA volunteer members was discussed. The regional board has one opening for a community member. The HRA administration is reviewing what constitutes a provider member.

The meeting packets were discussed.

The need to schedule site visits/virtual meetings were discussed.

The meeting calendar was discussed.

The HRA regional meeting scheduled for October 8th, 2025, was cancelled. The meeting was rescheduled for October 15th, 2025, at the CTF, 18230 Oland Parkway, Orland Park, Illinois 60467.

PUBLIC COMMENT

None

ADJOURMENT

The Chairperson motion to adjourn the meeting at 1:00 p.m. Elizabeth Campbell moved the motion. Melissa Chandarana second and carried.

Respectfully Submitted,

Allison Boyle, Secretary
Human Rights Authority
South Suburban Region