

## **POLICY AND PROCEDURE PERTAINING TO SERVICE RECIPIENT COMMUNICATING CONCERNS AND GRIEVANCE POLICY**

### **PURPOSE**

The purpose of this policy is to promote service recipient's rights by providing person served and/or legal representatives with a process to address grievances. To ensure communication of concerns of service recipients.

### **POLICY**

It is the policy of EON, Inc. to ensure that people served by this program have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner. Should a person and/or legal representative feel a concern, complaint, or problem has not or cannot be resolved through informal discussion with the staff and supervisors in the EON, Inc. program area, they should file a formal grievance. EON, Inc. will not discriminate or take any action that negatively affects a person served in retaliation for a complaint made, concern expressed, or formal grievance by the person served or the person served representative. This complaint system must provide reasonable accommodations for any special needs of the client or client's representative if requested.

Staff and persons served, and/or legal representatives will receive training regarding the informal complaint and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. EON, Inc. will provide reasonable accommodations of any special needs of the person served or representative, if requested. A person receiving services, their legal representative, if any, and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

### **PROCEDURE**

#### **I. Informal Complaint**

- A. The person served or person's authorized or legal representative should talk to a staff person that they feel comfortable with about their concern, complaint, or problem. Typically, this would be the community supports supervisor.
- B. The Community Supports Supervisor (CSS) or designee will follow EON, Inc.'s Incident and Emergency Response and Reporting Policy by documenting the concern, complaint, or problem in Therap's General Event Report (GER) Under Event: Other Event Information, Type: Complaint and/or Possible Litigation.
- C. The CSS or designee will attempt to resolve the complaint with the person served and/or legal representative.

## II. Formal Grievance

- A. The person served or person's authorized or legal representative will clearly inform the Community Service Director (CSD) in writing or verbally that they are filing a formal grievance and not just an informal concern, complaint, or noting a problem.
- B. If a person served or person's authorized or legal representative does not believe that their formal grievance has been resolved by staff in the program area, they may notify in writing or discuss the formal grievance with the highest level of authority in the program: EON, Inc. Chief Executive Officer (CEO), who may be reached at the following:

**Name: Tyler Berg**

**Address: 1200 South Broadway, New Ulm, MN 56073**

**Telephone: (507) 233-3030**

**Email: [tberg@theon.com](mailto:tberg@theon.com)**

## III. Response of Formal Grievance

- A. If at any time, staff assistance is requested in filling a formal grievance, the following assistance will be provided:
  - 1. The name, address, and telephone number of outside agencies;
    - a. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure; and
  - 2. Responding to the formal grievance in a manner that the service recipient or authorized representative's concerns are resolved.
- B. All formal grievances affecting a person's health and safety will be reported to and responded to promptly by the CSS or designee. .
- C. The CSD will respond within 14 days.
- D. The CEO will then respond within 14 calendar days.
- E. All formal grievances will be resolved within 30 calendar days of receipt of the grievances. If this is not possible, the CEO will document the reason for the delay and a plan for resolution.
- F. A grievance review will be completed by the CSD. The grievance review will include an evaluation of whether:
  - 1. Related policies and procedures were followed.
  - 2. The policies and procedures were adequate.
  - 3. There is a need for additional staff training.
  - 4. The complaint is similar to past complaints with the persons, staff, or services involved.
  - 5. There is a need for corrective action by EON, Inc. to protect the health and safety of persons served.
- G. Based upon the results of the complaint review, the CSD will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or EON, Inc., if any.

- H. EON, Inc. will provide a written summary of the complaint and a notice of the complaint resolution to the person and/or legal representative and case manager that:
1. Identifies the nature of the complaint and the date it was received;
  2. Includes the results of the complaint review; and
  3. Identifies the complaint resolution, including any corrective action.
- I. The complaint summary and resolution notice must be maintained in the person's record.
- J. Any person filing or wishing to file a grievance has the right to the assistance of an advocate. Assistance may be obtained by contacting a relative or friend who wishes to serve as an advocate for the person or by contacting (current as of 8/1/2022):

<b>Outside Agency</b>	<b>Phone</b>	<b>Address and Email Address</b>
The ARC Minnesota	(651) 523-0823	770 Transfer Road, suite 26 St. Paul, MN 55114 E-mail: <a href="mailto:mail@arcmn.org">mail@arcmn.org</a> Website: <a href="http://www.thearcofminnesota.org">www.thearcofminnesota.org</a>
Office of the Ombudsman for MH & DD	(651) 7567-1800 or (800) 657-3506	121 7 <sup>th</sup> Place East Metro Square Building, Suite 420 St. Paul, MN 55101-2117 FAX: (651) 797-1950 E-mail: <a href="mailto:ombudsman.mhdd@state.mn.us">ombudsman.mhdd@state.mn.us</a> Website: <a href="http://www.ombudmhdd@state.mn.us">www.ombudmhdd@state.mn.us</a>
Minnesota Disability Law Center	(612) 332-1441	430 1 <sup>st</sup> Ave North, Suite 300 Minneapolis, MN 55401 E-mail: <a href="mailto:mndlc@mylegalaid.org">mndlc@mylegalaid.org</a> Website: <a href="http://www.mndlc.org">http://www.mndlc.org</a>
Minnesota Department of human Services Licensing Division	(651) 431-6500	444 Lafayette Road St. Paul, MN 55115 E-mail: <a href="mailto:dhs.info@state.mn.us">dhs.info@state.mn.us</a> Website: <a href="http://www.mn.gov/dhs/general-public/licensing">www.mn.gov/dhs/general-public/licensing</a>
Office of Health Facility Complaints (OHFC)	(651) 201-4200 or (800) 369-7994.	P.O. Box 64975 St. Paul, MN 55164-0975 Website: <a href="http://www.health.state.mn.us/divs/fpc/ohfcinfo/contohfc.htm">www.health.state.mn.us/divs/fpc/ohfcinfo/contohfc.htm</a>

## REFERENCED POLICIES

Service Recipient's Rights  
Incident and Emergency Response and Reporting Policy

## REFERENCED FORMS

Therap General Event Report (GER)