



## Grievance Policy

Program Name: **ORION ISO**

### **I. Policy**

It is the policy of this DHS licensed provider Orion ISO 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.

### **II. Procedures**

#### **A. Service Initiation**

A person receiving services and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

#### **B. How to File a Grievance**

1. The person receiving services or person's authorized or legal representative:
  - a. should talk your staff person and/or ISO Coordinator that they feel comfortable with about their complaint or problem;
  - b. clearly inform your staff person and/or or ISO Coordinator that they are filing a formal grievance and not just an informal complaint or problem; and
  - c. may request the staff and/or ISO Coordinator assistance in filing a grievance.

2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the Program Administrator:

Erin Huldeen Orion ISO Program Administrator

9400 Golden Valley Road, Golden Valley, MN 55427

Telephone number: 763-450-5041

3. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the Chief Operating Officer:

Cheryl Vennerstrom Chief Operating Officer

9400 Golden Valley Road, Golden Valley, MN 55427

Telephone number: 763-450-5007

4. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority in this program.

Rebecca Thomley, Chief Executive Officer

9400 Golden Valley Road, Golden Valley, MN 55427

Telephone number: 763-450-5045

#### C. Response by the Program

1. Upon request, the ISO Coordinator will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:
  - a. the name, address, and telephone number of outside agencies to assist the person; and
  - b. responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.
2. Orion ISO will respond promptly to grievances that affect the health and safety of service recipients.
3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
4. All complaints will be resolved within 30 calendar days of the receipt.
5. If the complaint is not resolved within 30 calendar days, ORION ISO will document the reason for the delay and a plan for resolution.
6. Once a complaint is received, ORION ISO is required to complete a complaint review. The complaint review will be completed by the Quality Assurance Administrator. The complaint review will include an evaluation of whether:
  - a. related policy and procedures were followed;
  - b. related policy and procedures were adequate;
  - c. there is a need for additional staff training;
  - d. the complaint is similar to past complaints with the persons, staff, or services involved; and
  - e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.
7. Based on this review, ORION ISO must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.

8. ORION ISO will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
  - a. identifies the nature of the complaint and the date it was received;
  - b. includes the results of the complaint review; and
  - c. identifies the complaint resolution, including any corrective action.

D. The complaint summary and resolution notice must be maintained in the person's record.

E. State, County, and Local Advocacy Agencies:

These are the people that can assist you or your legal representative:

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| 1.  | ARC Anoka/Ramsey<br>2446 University Avenue West<br>Suite 110<br>Saint Paul, Minnesota 55114                                | 763-783-4958<br>Ask for information & assistance<br><a href="http://www.arcgreatertwincities.org">www.arcgreatertwincities.org</a> |
| 2.  | ARC Minnesota<br>800 Transfer Road<br>Suite 7A<br>Saint Paul, Minnesota 55114  | 612-827-5641<br>1-800-582-5256 (toll free)<br><a href="http://www.arcmn.org">www.arcmn.org</a>                                     |
| 3.  | Department of Human Services<br>444 Lafayette Road<br>Saint Paul, Minnesota 55155  | 651-431-2000<br><a href="http://www.dhs.state.mn.us">www.dhs.state.mn.us</a>   |
| 4.. | Disability Law Center<br>430 1st Avenue North<br>Suite 300<br>Minneapolis, Minnesota 55401                                 | 612-332-1441 (to get a lawyer)<br><a href="http://www.mylegalaid.org">www.mylegalaid.org</a>                                       |
| 5.. | Ombudsman's Office for MR/MI<br>121 7 <sup>th</sup> Place East 420<br>Metro Square Building<br>Saint Paul, Minnesota 55101 | 651-757-1800 1-800-657-3506<br>MN Relay Service 711<br><a href="mailto:www.ombudmhdd@state.mn.us">www.ombudmhdd@state.mn.us</a>    |

