

Evergreen Shelter Client/ Family Grievance Procedure

The following is the grievance procedure for clients and their families wishing to address the Evergreen YFS. A grievance includes any complaint or suggestion or concern about any aspect of the resident's care during the resident's stay in the facility. The agency and staff will not attempt to influence a resident's statement about the facility in the grievance document or during an investigation resulting from the grievance. The staff will assist the person who wants to make a grievance by:

(1) providing the necessary forms and assistance to file a grievance;

(2) identifying the person who is authorized to resolve the complaint and to whom an initial resolution of the grievance may be appealed

(3) upon request, a license holder will carry a grievance forward to the highest level of administration of the facility

(4) a person who reports a grievance will not be subject to adverse action by the license holder as a result of filing the grievance; and

(5) a person filing a grievance must receive a response within five days.

If a grievance is filed, Evergreen will document the grievance along with the investigation findings and resulting action taken by the license holder. Information regarding the grievance will be kept on file at the facility for two licensing periods.

The initial steps and appeals process is as follows:

Step 1

If a client or family has a grievance, attempts should first be made to talk directly with the line staff and Program Coordinator to try and work out the conflict on an informal basis.

Step 2

A grievance not resolved in Step 1 may be appealed to Step 2. A client or family should put the grievance in writing- stating the nature of the grievance, policies or procedures violated, and the remedy requested to the Executive Director within 5 days after the precipitating event. The Director shall be responsible to see that all concerns are addressed and a solution attempted for the grievance. The Director shall provide a written response to the client or family within 5 days.

Step 3

A grievance not resolved in step 2 may be appealed to Step 3. The client or family shall put the grievance in writing- stating the nature of the grievance, policies or procedures violated, and the remedy requested to the Board Chair within 15 days of receiving the Director's response. The Personnel Committee of the Board of Directors shall schedule a hearing before the

Personnel Committee within a timely fashion. The Personnel Committee shall provide a written response to the grievance within 5 working days of making a decision.

Step 4

A client or family may appeal the Step 3 decision to the full Board of Directors within 15 days. Upon written request from the aggrieved client or family, the Executive Director shall schedule a hearing before the Board of Directors within a timely fashion. The Board shall provide a written response to the client or family within 5 working days of making a decision. The decision of the Board of Directors is final.