

Resident Suggestions, Grievances and Appeals

Policy: The Link values, respects and protects the dignity of consumers of our services. Suggestions, grievances and appeals will be fully examined and dealt with. If they are taken to the formal level, they will be reviewed annually to determine trends, areas needing performance improvement, and actions to be taken.

Procedures: The Link *Suggestion, Grievance and Appeal* policy and *Resident Rights* are reviewed with each Resident at admission. Each Resident is given copies of these documents in their Resident Handbook which they retain for their personal use. Any Resident may file a suggestion, grievance, and appeal. These forms are posted outside of the Business Office at the Link.

Most frequently, when problems arise, solutions or resolution can be reached informally between Residents and The Link personnel. When this informal process does not reach a solution, a more formal procedure is followed.

A resident who feels that staff actions have been taken which directly affect his position, status or future and which are improper or not in accordance with agency policies or resident rights, may submit a grievance in writing, within ten (10) days of the incident, to the Executive Director, if their previous attempts to resolve the situation in person have been unsuccessful. The Executive Director will meet with all concerned parties and attempt to resolve the grievance. Within fifteen (15) days after submission of the grievance, the Executive Director shall submit to the aggrieved resident his/her written conclusions or decision concerning the grievance. Many personnel decisions such as disciplinary actions are confidential. Therefore, residents may not be given specific information regarding how each situation is handled between the Executive Director and the staff involved. Residents are given the opportunity to deposit grievances in the box (Box # 1) directly outside the business office door. Box # 1 is also used for suggestions from the residents for potential changes to Link programs or facilities.

If a resident is dissatisfied with the conclusion or decision of the Executive Director, he may submit a written grievance appeal to the President of the Board of Directors within fifteen (15) days of the Executive Director's decision. The President shall appoint a special committee consisting of three (3) Board members, to hear the grievance appeal. Involved personnel may be called to appear before the committee. This committee will make its recommendation to the Board of Directors who will make the final decision. Residents are given this opportunity to deposit grievance appeals in the box (Box # 2) directly outside the business office door. These grievance appeals will only be read by the President of the Board of Directors and the committee members.

Notwithstanding the foregoing, in all cases involving a charge by a resident of discrimination on the basis of politics, religion, race, sex, age, or national origin; the resident should submit his grievance directly to the Executive Director who will then process the grievance in accordance with procedures, and report such findings to the Board of Director.

DHHS may be reached by calling 402-471-0316 or by writing DHHS, Attn: Health Facility Investigation, 301 Centennial Mall South, P.O. Box 94986, Lincoln, NE 68509-4986.

A signed copy of this procedure is kept in each client's file.

Stakeholder and Community Suggestions, Grievances and Appeals

Policy: The Link values and respects the opinion of those our services reach. Suggestions, grievances and appeals will be fully examined and dealt with. If they are taken to the formal level, they will be reviewed annually to determine trends, areas needing performance improvement, and actions to be taken.

Procedures: The Link *Suggestion* and *Grievance and Appeal* policy are available to the public on our website, www.link-recovery.org. Any person may file a suggestion, grievance, and appeal. These forms are posted outside of the Business Office and are available on our website. Most frequently, when problems arise, solutions or resolution can be reached informally between the person with the problem and The Link personnel. When this informal process does not reach a solution, a more formal procedure is followed.

A person who feels that staff actions have been insufficient to resolve the problem, may submit a grievance in writing, within ten (10) days of the incident, to the Executive Director, if their previous attempts to resolve the situation in person have been unsuccessful. The Executive Director will meet with all concerned parties and attempt to resolve the grievance. Within fifteen (15) days after submission of the grievance, the Executive Director shall submit to the aggrieved person his/her written conclusions or decision concerning the grievance. Many personnel decisions such as disciplinary actions are confidential. Therefore, the public may not be given specific information regarding how each situation is handled between the Executive Director and the staff involved. The public is given the opportunity to deposit grievances in the box (Box # 1) directly outside the business office door. Box # 1 is also used for suggestions for potential changes to Link programs or facilities. These suggestions or grievances can also be emailed to the Executive Director.

If a person is dissatisfied with the conclusion or decision of the Executive Director, they may submit a written grievance appeal to the President of the Board of Directors within fifteen (15) days of the Executive Director's decision. The President shall appoint a special committee consisting of three (3) Board members, to hear the grievance appeal. Involved personnel may be called to appear before the committee. This committee will make its recommendation to the Board of Directors who will make the final decision. The public is given this opportunity to deposit grievance appeals in the box (Box # 2) directly outside the business office door. These grievance appeals will only be read by the President of the Board of Directors and the committee members. They can also be email directly to the Board President.

If resolution is still not found, DHHS may be reached by calling 402-471-0316 or by writing DHHS, Attn: Health Facility Investigation, P.O. Box 94986, Lincoln, NE 68509.

Surveys

We use a multiple collection of surveys to track Resident, personnel, and other stakeholder satisfaction. We use a variety of different tools to measure for indicators in each of the following areas: effectiveness of services, efficiency of services, service access, and satisfaction from persons served and other stakeholders. Some of these tools used include satisfaction forms, waiting lists, employee surveys, Resident assessment of The Link, and a database kept by the Business Manager.