

Client's Grievance Procedure

- I. This procedure provides clientele, families and legal guardians served by Children's Home Society of Missouri (CHS), a means for discussion and resolution of matters pertaining to services provided by CHS.
- II. For this policy a grievance is defined as an allegation by a client, parent or legal guardian, that certain incidents or events in the course of treatment or support are having a negative impact on clientele, parents or legal guardian, or if a client, parent or legal guardian is dissatisfied with services received and delivered by CHS or any agency or persons contracted with CHS.
- III. Process:
 - A. Formal grievances are to be submitted in writing within ten calendar days of such incident involved in the grievance to the manager of such program or the Director of Programs.
 - B. Such will be presented to the Executive Director for review and decision. The Executive Director may call a meeting of all persons involved in the grievance. A written response or decision will be presented to the person or persons filing such grievance within 15 calendar days of such grievance.
 - C. If person or persons filing grievance obtain no satisfaction from the written response or decision of the Executive Director, such person or persons may request in writing within ten calendar days that the matter be addressed further. At this time, the Executive Director shall present such complaint or grievance to the Chair of the Board of Directors. A decision from the Chair of the Board of Directors will be given to said person or persons within 30 calendar days of informing the Chair of such grievance.
 - D. If person or persons filing such grievance receive an unsatisfactory response from the Chair of the Board, the Executive Director may establish a committee to look into the grieved matter and present such findings to the entire Board of Directors for their decision. Such decision shall be rendered within 60 days of request and shall be the final decision rendered by such Board.

Due Process for Limitation of Individual Rights

- E. If it is deemed necessary to propose any limitation of rights to an individual, the following procedure and appeal process will be followed: (See also Client Rights policies/procedures)
 1. Signed documentation is present that the individual was involved with the decision to limit rights.
 2. The agency will contact the person, the Regional Center, and if appropriate, the person's family, guardian, or advocate in advance in writing of any proposed limitations in rights.
 3. The written notification shall include specific rights which will be limited, the length of time they will be limited, how frequently it will be reviewed, the actions the person must demonstrate or eliminate in order to no longer have these limitations, and the process for appealing the decision.

4. The agency shall make every effort to make sure the individual is aware of the proposed limitation of their rights by assisting the individual in seeking an advocate on their behalf. The advocate, with the assistance of the agency, shall use those communicational aids at their disposal to ensure the individual can comprehend to the best of their abilities, the proposed limitation of their rights.
 5. Within seven (7) working days after notification of the proposed limitations, the individual and their advocate will meet with a review panel to present their response to the proposed limitation of rights. The review panel will include the Board Chair, Executive Director, and a Service Coordinator from the Regional Center. The review panel, as needed will utilize available resources (Attorney, People First Chapter, DMH Client Rights Monitor (800-364-9687), MO Protection & Advocacy, etc) for in-service training or for additional information.
 6. In the event the individual and their advocate disagree with the proposed limitation of rights and cannot reach a resolution with the review panel, they may appeal in writing to request a meeting with the Board of Directors at their next regularly scheduled meeting during the month which follows the request. The agency will assist the individual and their advocate with any questions pertaining to the appeal and inform them as to when and where their appeal will be reviewed.
 7. The length of time on limiting the rights of any individual shall not exceed one year without the prior approval of the review panel. During this time, the review panel, the individual and their advocate will meet at a minimum of once every two (2) months to determine whether or not the continued limitation of rights is warranted.
- IV. This grievance procedures does not apply to child abuse or neglect or any matters of limitation of rights as determined by the Support Plan team or limitations of entitlements or any other matter pertaining to laws governing client care or injury or endangerment of clientele. These such matters shall be addressed through
- A. Legal or police proceedings
 - B. The Support Planning process
 - C. Policies and procedures in personnel and program manuals. And
 - D. Applicable laws, standards and regulations as per governing bodies and
 - E. Shall be addresses in a manner appropriate to the situation at hand.
- V. Filing a grievance or complaint will not in any way, shape or form exclude a client from receiving services from CHS or in no way endanger the placement of a client in residential services.
- VI. Clientele, legal guardians and/or parents shall be involved in all phases of the grievance process and shall be informed in writing of all decisions relating to such grievance.
- VII. A copy of all resolutions shall be maintained in the client file and in the files of the Executive Director in accordance with the record retention policy of Children's Home Society.
- VIII. The Board of Directors shall review and reassess the grievance process on an as needed basis and such review shall not exceed a two-year time span. Outside governing agencies may be asked to review such process for client grievance.
- IX. All grievances and complaints shall be maintained in a confidential manner and shall protect the rights of all clientele receiving services from CHS.

Addendum for procedures to follow for Short-Term Medical Residential (STMR) services and funding provided by SB40 boards (PLB, St. Louis Office for DD Resources and DDRB).

- I. For all individuals/families receiving Short Term Medical Residential Services the following specifics shall apply to appeals of a Children's Home Society decision on a SB40 funded project/service.
 - A. The following defines criteria to be used for restriction or termination of a SB40 funded STMR service:
 1. All of the required application and admission information must be completed and updated, including legal guardian signatures, for services to begin or continue.
 2. Any health or behavioral concern deemed a risk to the client or others receiving services (at the determination of the Nursing Manager or designee), may result in restriction or termination of services.
 3. Any failure to provide the needed supplies, medicines or equipment required for the health or safety of the client may result in restriction or termination of services.
 4. The decision to restrict or terminate services will be reviewed by the Nursing Manager or Program Manger Residential and Respite Services and shared with the Executive Director. The decision to restrict or terminate services will be communicated to the client or guardian in writing by the Director of Programs.