



CTUB CLIENT RIGHTS AND GRIEVANCE PROCEDURE

Overview

1.1	Purpose	2
1.2	Policy.....	2
1.3	Definitions.....	2
1.4	Attachments	2
1.5	Acknowledgement:.....	2
1.6	Client Rights	2
1.7	Filing a Grievance.....	3
1.9	Right to Assistance.....	3
2	Signature.....	4

This document delineates the procedure to accompany the Client Rights and Grievance & Appeal Policy 5010.05

1.1 Purpose

CONCERN's Client Rights and Grievance Policy includes provisions required by the Pennsylvania Code 55, Chapter 3800. Pennsylvania state regulations that govern child residential treatment facilities require that every youth has certain rights, including the right to file a grievance and appeal a grievance determination.

1.2 Policy

It is CONCERN's policy that all youth have certain rights and responsibilities and the right to express grievances regarding the residential treatment services that they are receiving or have received through CONCERN without interference or retaliation **CR 1.05 a**

1.3 Definitions

Resident Rights: The youth's legal assurance of being treated like a person, of being able to make informed choices of the services provided, and of confidentiality.

Grievance: A grievance is a complaint or an expressed concern about the quality of services or treatment you receive through CONCERN

1.4 Attachments

There are two attachments to the Procedure:

- 1) CONCERN 3800.32 Statement of Resident's Specific Rights
- 2) Grievance Form

1.5 Acknowledgement:

- Resident rights and responsibilities are signed at the time of intake for each youth receiving services through CONCERN
- The Grievance and Appeal Policy is signed at the time of intake for each youth receiving services through CONCERN.
- The signed form is kept in each youth's file and a copy is given to the youth and the youth's parent/guardian if applicable.

1.6 Resident Rights

At the time of intake, the Case manager informs the youth of their rights and responsibilities and the youth signs off on the Statement of Resident's Specific Rights, which includes the youth's rights and responsibilities. Youth are then provided with a copy of the Statement of Resident's Specific Rights.

1.7 Filing a Grievance

Youth are encouraged to file a grievance when they have already attempted to informally address the issue and it has not been resolved. The process is as follows:

- a) First attempts need to be made to resolve the issue through informal methods and the youth should first present the grievance to a Youth Worker II.
- b) If the issue is not resolved after informal methods, the Youth Worker II will request a grievance in writing.
- c) The youth will complete the Grievance Form and give it to the Youth Worker II. The Grievance Form is located on the first and second floor of the CTUB unit.
- d) The Youth Worker II will investigate the matter and provide a decision to the youth.
- e) If the youth is not satisfied with the decision, the youth may contact his Case manager and inform the Case manager of the grievance. The Case manager will investigate the matter and provide a decision to the youth within 48 hours. **CR 1.05b,c**
- f) If the youth feels the matter is not resolved at this level, he should direct the matter, either verbally or in writing, to the Assistant CTUB Director. The Assistant CTUB Director will investigate the matter and provide a decision to the youth.
- g) If the youth feels the matter is still not resolved, the youth is encouraged to review the matter with the CTUB Director. The CTUB Director will investigate the matter and provide a decision to the youth.
- h) If the youth feels the matter is not resolved, the youth is encouraged to review the matter with the Vice President of CTUB. The Vice President will investigate the matter and provide a decision to the youth.
- i) If the youth feels the matter is not resolved, the youth is encouraged to review the matter with the CEO. The CEO will investigate the matter and provide a decision to the youth.

1.9 Right to Assistance

Efforts are made to communicate the policy in a manner that individuals with Cognitive or other developmental disabilities can understand. Such efforts are documented in the youth's file. For those youth who are unable to comprehend an explanation of rights, despite reasonable accommodations, the explanation of these rights are given on behalf of the child to their parents or legal guardian(s).

If a parent or legal document is not available, documentation is made that another interested individual, such as a relative or kin, a guardian ad-litem or a Court Appointed Special Advocate has been made aware of the policy. This may not include the county or CONCERN caseworker. Additionally, alternate methods of relaying the information are provided to individuals who require an interpreter, including but not limited to individuals who are deaf or hard of hearing; are visually impaired; have limited literacy or where English is not the primary language.

2 Signature

There is a signature line at the bottom of the policy which serves as the acknowledgment of their right to file a Grievance.

- The policy needs to be signed by the youth and efforts to obtain the parent or Guardian's signature should be made, as applicable.
- The policy needs to be signed by the CONCERN staff presenting it to the youth.