

GRIEVANCES AND APPEALS POLICY

Continuous, open, and honest communication between clients, families, and ECAS staff is encouraged. It is the hope that such relationships will either avoid or solve most grievances that may arise. However, if a grievance develops, it should be resolved as quickly as possible. All clients and their families have the right to discuss grievances concerning their welfare and care with their primary therapist and the administrative staff at the center. All clients and their families are expected to receive due consideration without harassment or retaliatory action. It is important to the staff at ECAS that clients and their families feel safe and comfortable in expressing their concerns and complaints with the knowledge that no harm or harassment will occur as a result. Written complaint forms are accessible to clients and their families. The center has an open-door policy and welcomes any conversation and feedback about individual situations or the center itself. Grievances shall be reviewed and resolved within 30 days of receipt.

Grievance Procedure

1. A copy of the grievances and appeals process is posted in client areas.
2. Clients are encouraged to informally resolve complaints through discussion with staff.
3. If the client is not satisfied with the informal process or does not wish to use it, the client may proceed as follows:
 - a. The client may submit a complaint in writing, either using our Grievance form or in any other written means, to office staff. The document will be submitted to the Supervisor for review.
 - b. The client may receive assistance when submitting a complaint from any person whom the client chooses. If requested by the client, staff will be available to assist the client.
 - c. If possible, the complaint should include the reasons for the grievance and the proposed resolutions.
4. No complaint will be disregarded because it is incomplete.
5. Within 15 days of receipt of the complaint, the Executive Director will contact the client to discuss the complaint. The client may have an advocate or other person of his/her/their choosing present for the discussion.
6. Within 15 days of meeting with the client, the Executive Director will provide a written decision to the client which will include information about the appeal process.
7. In circumstances where the matter of the complaint is likely to cause irreparable harm to a substantial right of the client before the grievance procedures are completed, the client may request an expedited review. The Supervisor will review and respond in writing to the grievance within 48 hours. The written decision will include information about the appeal process.
8. The Executive Director will document receipt, any investigation, and action taken in response to a grievance

Appeals:

Clients, their legal guardians (as applicable) and prospective clients (as applicable) have the right to appeal admission, termination and grievance decisions as follows:

1. The client may file an appeal in writing within ten days of receiving the Supervisor's decision regarding the complaint. The appeal shall be submitted to the Health Systems Division of the Oregon Health Authority.
2. The client may receive assistance in submitting the appeal. Staff will be available to assist the client upon request.

3. The Health Systems Division of OHA will provide a written decision within ten days of receiving the appeal.
4. If the client is not satisfied with the appeal decision, the client may file a second appeal in writing within ten days that will be reviewed by the Division Director.

Contact Information:

ECAS Executive Director: Ida Moadab, Ph.D. ida@eugeneanxiety.com 541-357-9764	OR Division of Health Systems: <u>OHP Members</u> 800-273-0557 503-945-5772 800-527-5772	Office of Licensing and Regulatory Oversight Attn: Carrie Wouda, MA, NCC, CADCI PO Box 14530 3406 Cherry Ave Salem, OR 97303 Cell: 503-269-1146
PacificSource Community Solutions: (541) 330-4992 Trillium Health Plans: (877) 367-1332	Disability Rights Oregon: 503-243-2081 1-800-452-1694	Governor's Advocacy Office: 1-800-442-5238