

# Rights, Dignity, Privacy Practices and Grievance Policy

## Anti-discrimination Statement

Easterseals Southeast Wisconsin prohibits discrimination on the basis of race, color, religion, creed, national origin, ancestry, gender, gender expression, sexual orientation, family/parental status, age, disability, social-economic or military status, in any of its activities or operations. These include employment, youth and adult programs, membership, selection of vendors, appointment of board members, and selection of grantees, volunteers, and representatives.

## Dignity and Client Rights

You have the right to equal treatment and equal opportunity regardless of race, age, gender, sexual orientation, nationality, religion, political affiliation, beliefs, and/or disability

You have the right to be treated with dignity and respect, free from any verbal, physical, emotional, financial, or sexual abuse.

You have the right to have a say in your cares and to collaborate with staff to make fair and reasonable decisions regarding your care

If translation, interpreter, sign language, TTY or other communication aids are needed, they will be made available at no cost to you.

You have the right to receive prompt, adequate, and appropriate services

You have the right to terminate services and seek alternative options. If this occurs, you have the right to go through the admission process to return to Easterseals Southeast WI at a later date.

## Privacy

You have the right to look over or request a copy of any information about your participation in the program

If you believe something in your file is incorrect, you have the right to ask for it to be changed. This request should be made to the Supervisor and it will be documented in your file. You have the right to refuse any mail

You have the right to not be filmed, audio-taped, or photographed unless you provide consent.

## Grievances

It is the goal of Easterseals Southeast Wisconsin (ESSEWI) to have a flexible and open process through which clients and those acting on behalf of clients can present grievances. ESSEWI is committed to ensuring that all grievances are addressed and resolved in a timely manner. This grievance resolution process is designed to provide you with information on the process and easy access to the correct contacts.

A participant, client, guardian, ward, family member, caregiver or other interested party may report a grievance about services provided by ESSEWI within 45 days of the occurrence. The grievance may be expressed to any ESSEWI staff verbally, in writing, or by any alternative method through which the individual ordinarily communicates. Wherever needed the ESSEWI staff will assist you with putting your verbal grievance into writing.

ESSEWI shall ensure that no retaliation will be threatened or imposed against any person who files a grievance. This also applies to any person, including an employee of the agency, who helps a client file a grievance.

Whenever possible, the program will attempt to resolve a grievance immediately by listening to the nature of the complaint and whenever possible, adjust operations or conditions that respond to the individual needs of the client.

If the grievance cannot be immediately resolved, you have the option of using the ESSEWI informal or formal resolution process.

## INFORMAL PROCESS

Please note that you may file a formal grievance at any time during the informal grievance process.

Action 1:

When receiving a grievance: the client rights specialist will meet with the grievant and the client, if different, and any staff member who may be named in the grievance, identify the matters at issue and explain the process, including the timeline for seeking formal resolution of grievances. The investigation shall be completed within 30 days from the date the grievance was presented to a program staff member. A written decision shall be made within 10 days of receipt of the report unless the grievant agrees to extend this time while further attempts are made to resolve any matters still in dispute.

The Client Rights Specialist will:

Put the complaint in writing (if not originally submitted in writing)

Work with the parties involved to resolve the complaint

(if complaint is resolved) prepare a report summarizing the resolution and provide copies to the client and grievant (if different)

Action 2:

If you dispute the report, contact the President.

The President will:

review the Client Rights Specialist's report

prepare and provide the client and grievant (if different) a written decision within

10 days (this correspondence will include instructions for requesting an administrative review)

## FORMAL PROCESS

Please note that you may change to the informal grievance process at any time during the formal process.

Action 1:

The Client Rights Specialist will:

put the grievance in writing (if not originally submitted in writing)

provide a copy of the written grievance to the client and grievant (if different)

obtain information regarding the grievance from the client, grievant (if different), involved staff member(s), and any other appropriate parties

prepare a report within 30 days of the date of the formal grievance indicating the findings and recommendations about the complaint and provide copies to the client, grievant (if different), and relevant staff.

Action 2:

If you dispute the formal report, contact the President.

The President will:

review the Client Rights Specialist's report

prepare and provide the client and grievant (if different) a written decision within

10 days (this correspondence will include instructions for requesting an administrative review)

Action 3:

If you dispute the decision, you may request administrative review following instructions included with the President's written decision.

Contact Information:

Easterseals Southeast Wisconsin:

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