



Direction Home of Eastern Ohio, Inc.

1030 N. Meridian Road

Youngstown, Ohio 44509

330-505-2300 | 800-686-7367

www.dheo.org

We provide choices for people to live independently in the place they want to call home.

POLICY:

Direction Home of Eastern Ohio (DHEO) strives to provide a supportive and safe environment for members and their families to provide feedback to Older American Act (OAA) programming and operations. Participant rights, grievance procedures and feedback provide necessary information to assist in programming development and agency success.

Procedure:

1. **Participant Rights:** The individual will be informed of the following rights and information:
 - a. The right to contact the Office of the State-Long-Term Care Ombudsman (Ombudsman Program or LTCO) to seek assistance in resolving grievances against DHEO or a provider. Phone Number of LTCO 1-800-589-5826.
 - b. The right to be fully informed, in advance, about each service DHEO or its providers offer to the individual, and about any change in the services being received by the individual that may affect the individual's well-being;
 - c. The right to participate in planning and changing services provided under the OAA by DHEO or its providers, unless the individual has been judicially adjudicated incompetent;
 - d. The right to voice grievances with respect to any service DHEO provides, or fails to provide, to the individual without discrimination or reprisal as a result of having voiced the grievance, and to be treated with dignity and respect;
 - e. The right to have all records related to the individual treated confidentially, except as otherwise required by law;
 - f. The right of the individual to have the individual's property treated with respect;
 - g. The right to be fully informed (orally and in writing) of individual rights under the OAA, in advance of receiving a service;
 - h. The right to receive a written response from DHEO or its providers to every grievance voiced by the individual,
 - i. The address and phone number of DHEO and Quality, Monitoring and Planning Director, to whom the complaint should be addressed;
2. **Notification of Grievance procedure:** Individuals receiving Title III OAA services shall be informed of the rights if any of the following occur:
 - a. When the individual applies to DHEO or a provider for the receipt of OAA services;
 - b. When DHEO or its provider denies the individual's request for OAA services;
 - c. When DHEO or its provider reassesses the consumer's eligibility for OAA services;
 - d. When DHEO or its provider proposes to reduce or terminate the individual's OAA services; and,



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- e. If the individual requests to be informed of their rights.
3. **Submission of Grievances:** The flow of a complaint or concern through the Agency should be as follows:
- a. Provider service complaints will be handled by following the provider grievance/complaint procedure, unless complaint resolution has not been resolved accordingly. Complaints regarding providers will be handled through OAA provider monitoring outreach, verifying if provider has followed appropriate rules, including their own required provider grievance/complaint procedure.
 - b. Grievances must be submitted in writing to:
Quality, Monitoring and Planning Director
Direction Home of Eastern Ohio
1030 N. Meridian Rd.
Youngstown, OH 44509
Ph: 330-505-2364
 - c. Individuals wishing to report grievances orally will be encouraged to submit their grievance in writing to assure accuracy. If, for any reason, an individual is unable to prepare a written grievance, DHEO will assist in transcribing on behalf of the individual, however the individual will be asked to sign the grievance to confirm accuracy.
 - d. The Quality, Monitoring, and Planning Director (QMPD) will acknowledge receipt of the complaint within 5 business days.
 - e. The QMPD will contact the Ombudsman office to refer the individual to the Ombudsman program for assistance in remedying the grievance.
 - f. The QMPD will review the submitted information and render a decision on grievance and respond in writing within 15 business days of receipt. If the QMPD is involved in events relating to grievance, the Chief Operating Officer will handle grievance.
 - g. The individual has the right to respond to the decision within 10 days.
 - h. The individual, or representative will have the right to a face-to-face discussion if requested.
 - i. The Individual will have the right to appeal the decision of the review committee for 10 days to the Chief Executive Officer and Board of Trustees of DHEO.
4. Retaliation will not be permitted against individuals submitting a grievance.
5. DHEO will retain a copy of all grievances submitted for monitoring purposes for a minimum of 90 days following the first monitoring visit by AGE.
6. DHEO shall include a copy of this grievance procedure with its area plan for submission for approval from Ohio Department of Aging (AGE).



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