



Grievances

I. PURPOSE

The purpose of this policy is to promote service recipient right by providing persons served and/or legal representatives with a simple process to address complaints or grievances.

II. POLICY

Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner.

Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure.

This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the Chairman of the Board of Directors, who may be reached at the following:

Name: Kristi Moore

Address: 27 East Franklin Ave, Minneapolis, MN 55404.

Telephone Number: 612-208-1933

The Designated Coordinator and/or Designated Manager/Regional Director will ensure that during the service initiation process that there is orientation for the person served and/or legal representative to the organization's policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman) may be sought to assist with the grievance.



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Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

III. PROCEDURE

- A. All complaints affecting a person's health and safety will be responded to immediately by the Designated Coordinator and/or Designated Manager/Regional Director.
- B. Direct support staff will immediately inform the Designated Coordinator and/or Designated Manager/Regional Director of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure
- C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Designated Coordinator and/or Designated Manager/Regional Director
- D. When a formal grievance is made, the Designated Coordinator and/or Designated Manager/Regional Director will initially respond in writing within 14 calendar days of receipt of the complaint.
- E. If the person served and/or legal representative is not satisfied with the Designated Coordinator and/or Designated Manager/Regional Director response, they will then notify in writing or discuss the formal grievance with the Senior Director, who will then respond within 14 calendar days.
- F. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Senior Director will document the reason for the delay and the plan for resolution.
- G. If the person served and/or legal representative believe their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider organization, etc. The number for this program is highlighted in the list below
- H. As part of the complaint review and resolution process, a complaint review will be completed by using the Internal Review form regarding the complaint. The complaint review will include an evaluation of whether:
 1. Related policies and procedures were followed.
 2. The policies and procedures were adequate.



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3. There is a need for additional staff training.
 4. The complaint is similar to past complaints with the persons, staff, or services involved.
 5. There is a need for corrective action by Intercommunity Home Health Care to protect the health and safety of persons served.
- I. Based upon the results of the complaint review, Intercommunity Home Health Care will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or Intercommunity Home Health Care, if any.
 - J. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case manager will be provided by using the Complaint Summary and Resolution Notice form. This summary will:
 1. Identify the nature of the complaint and the date it was received.
 2. Include the results of the complaint review.
 3. Identify the complaint resolution, including any corrective action
 - K. The Complaint Summary and Resolution Notice will be maintained in the person's record.

Legal Authority: Minn. Stat. § 245D.10, subd. 2 and 4

STATE AND COUNTY ADVOCACY AGENCIES

COUNTY

CHILD PROTECTION

CHILD PROTECTION AFTER HOURS

COMMON ENTRY POINT

COMMON ENTRY POINT AFTER HOURS

AITKIN

(218) 927-7200

(800) 328-3744

(218) 927-7400

(218) 927-7200 (800) 328-3744

(218) 927-7400

ANOKA

(763) 422-7215

(651) 291-4680

(763) 422-7168

(651) 291-4680

BECKER

(218) 847-5628

(218) 847-2661

(701) 235-3620

(701) 235-3620

27 East Franklin Ave, Minneapolis, MN 55404

PH: 612-208-1933 | FAX 612-338-1493

Email: info@intercommunityhhc.com



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BELTRAMI

(218) 333-4223
(218) 751-9111
(218) 333-4223
(218) 751-9111

BENTON

(320) 968-5087
(320) 968-7201
(320) 968-5087
(320) 968-7201

BIG STONE

(320) 839-2555
(320) 815-0215
(320) 839-3558
(320) 839-3558

BLUE EARTH

(507) 304-4111
(507) 625-9034
(507) 304-4319
(507) 625-9034

BROWN

(507) 354-8246
(507) 233-6720
(507) 354-8246
(507) 233-6720

CARLTON

(218) 879-4583
(218) 384-3236
(218) 879-4511
(218) 384-4185

CARVER

(952) 361-1600
(952) 442-7601
(952) 361-1600
(952) 226-1483

CASS

(218) 547-1340
(218) 547-1424
(218) 547-1340
(218) 547-1424



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CHIPPEWA

(320) 269-6401
(320) 269-2121
(320) 269-6401
(320) 269-2121

CHISAGO

(651) 213-5600
(651) 257-4100
(651) 213-0324
(651) 213-5617

CLAY

(218) 299-5200
(218) 299-5151
(218) 299-5200
(218) 299-5171

CLEARWATER

(218) 694-6164
(218) 694-6226
(218) 694-6226
(218) 694-6226

COOK

(218) 387-3620
(218) 387-3030
(218) 387-3620
(218) 387-3030

COTTONWOOD

(507) 831-1891
(507) 831-1375
(507) 831-1891
(507) 831-1375

CROW WING

(218) 824-1140
(218) 829-4740
(218) 824-1140
(218) 829-4749

DAKOTA

(952) 891-7459
(952) 891-7171
(651) 554-6000
(952) 891-7171



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DODGE

(507) 635-6170
(507) 635-6200
(507) 635-6170
(507) 635-6200

DOUGLAS

(320) 762-2302
(320) 762-8151
(320) 762-2302
(320) 762-8151

FARIBAULT

(507) 526-3265
(507) 526-5148
(507) 526-3265
(507) 526-5148

FILLMORE

(507) 765-2175
(507) 765-3874
(507) 765-2175
(507) 765-3874

FREEBORN

(507) 377-5400
(507) 377-5205
(507) 377-5400
(507) 377-3081 (507) 373-2940

GOODHUE

(651) 385-3232
(651) 385-3155
(651) 385-3000
(612) 385-3155

GRANT

(218) 685-4417
(800) 797-6190
(218) 685-4417
(218) 685-5303

HENNEPIN

(612) 348-3552
(612) 348-8526
(612) 348-8526
(612) 348-8526



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HOUSTON

(507) 725-5811
(507) 725-3379
(507) 725-5811
(507) 725-3379

HUBBARD

(218) 732-1451
(218) 732-3331
(218) 732-1451
(218) 732-3331

ISANTI

(763) 689-1711
(763) 689-2141
(763) 689-8146
(763) 689-2141

ITASCA

(218) 327-2941
(218) 326-8565
(218) 327-2941
(218) 327-2941

JACKSON

(507) 847-4000
(507) 847-4420
(507) 847-4000
(507) 847-4420

KANABEC

(320) 679-6350
(320) 679-8400
(320) 679-6350
(320) 679-2141

KANDIYOHI

(320) 231-7800
(320) 235-1260
(320) 231-6232
(320) 235-2244

KITTSOON

(218) 843-2689
(218) 843-3535
(218) 843-2689 (800) 672-8026
(218) 843-3535



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KOOCHICHING

(218) 283-7000
(218) 283-4416
(218) 283-7000
(218) 283-4416

LAC QUI PARLE

(320) 598-7594
(320) 598-3720
(320) 598-3720
(320) 598-3720

LAKE

(218) 834-8400
(218) 834-8385
(218) 834-8401
(218) 834-8385

LAKE OF THE WOODS

(218) 634-2642
(218) 634-1143
(218) 634-2642
(218) 634-1143

LE SUEUR

(507) 357-8288
(507) 357-8545
(507) 357-8288
(507) 357-2251

LINCOLN

(800) 810-8816
(507) 694-1664
(507) 532-6241 (800) 657-3811
(507) 694-1664

LYON

(800) 657-3760
(507) 537-7666
(507) 532-6241 (800) 657-3811
(507) 537-7000

MAHNOMEN

(218) 935-2568
(218) 935-2255
(218) 935-2568
(218) 935-2255



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MARSHALL

(218) 745-5124
(218) 745-5411
(218) 745-5124
(218) 745-5411

MARTIN

(507) 238-4757
(507) 238-4481
(507) 526-3265
(507) 526-5148

MC LEOD

(320) 864-3144
(320) 864-3134
(320) 864-3144
(320) 864-3134

MEEKER

(320) 693-5300
(320) 693-5400
(320) 693-5300
(320) 693-5400

MILLE LACS

(320) 983-8208
(320) 983-8250
(320) 983-8208
(320) 983-8257

MORRISON

(320) 632-2951
(320) 632-9233
(320) 632-2951
(320) 632-9233

MOWER

(507) 437-9700
(507) 437-9400
(507) 437-9700
(507) 437-9400

MURRAY

(800) 657-3811
(507) 836-6168
(507) 352-6241 (800) 657-3811
(507) 836-6168



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NICOLLET

(507) 386-4528
(507) 931-1570
(507) 934-8559
(507) 931-1570 (800) 247-5044

NOBLES

(507) 295-5213
(507) 372-2136
(507) 372-2157
(507) 372-2136

NORMAN

(218) 784-5400
(218) 784-7114
(218) 784-5400
(800) 422-0863

OLMSTED

(507) 328-6400
(507) 328-6583
(507) 328-6400
(507) 281-6248

OTTER TAIL

(218) 998-8150
(218) 998-8555
(218) 998-8150
(218) 998-8555

PENNINGTON

(218) 681-2880
(218) 681-6161
(218) 683-4350
(218) 683-4350

PINE

(320) 591-1570
(320) 629-8380
(800) 450-7263
(800) 629-3930

PIPESTONE

(507) 825-6720
(507) 825-6792
(507) 825-6700
(507) 825-6700



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POLK

(218) 281-8483
(218) 281-0431
(218) 281-3127
(218) 281-0431

POPE

(320) 634-5750
(320) 634-5411
(320) 634-5750
(320) 634-5411

RAMSEY

(651) 266-4500
(651) 291-6795
(651) 266-4012
(651) 291-6795

RED LAKE

(218) 253-4131
(218) 253-2996
(218) 253-4131
(218) 253-2996

REDWOOD

(507) 637-4050
(507) 637-4036
(507) 637-4050
(507) 637-4036

RENVILLE

(320) 523-2202
(320) 523-1161
(320) 523-2202
(320) 523-1161

RICE

(507) 332-6115
(507) 210-8524
(507) 332-6115
(800) 422-1286

ROCK

(507) 283-5070
(507) 283-5000
(507) 283-5070
(507) 283-5000



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ROSEAU

(218) 463-2411
(218) 463-1421
(218) 463-2411
(218) 463-1421

SCOTT

(952) 445-7751
(651) 291-4680
(952) 445-7751
(952) 496-8484

SHERBURNE

(763) 241-2600
(763) 241-2500
(763) 241-2600
(763) 607-0969 (763) 241-2500

SIBLEY

(507) 237-4000
(507) 237-4330
(507) 237-4000
(507) 237-4330

ST. LOUIS

N. (218) 749-7128
S. (218) 726-2012
N. (218) 749-6010
S. (218) 727-8770
(218) 726-2164 (800) 450-9777
(218) 726-2164 (877) 474-4290

STEARNS

(320) 656-6225
(320) 251-4240
(320) 656-6000
(320) 656-6000

STEELE

(507) 444-7500
(507) 444-3800
(507) 444-7500
(507) 451-8232

STEVENS

(320) 589-7400
(320) 589-2141
(320) 589-7400
(320) 589-2141



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SWIFT

(320) 843-3160
(320) 843-3133
(320) 843-3160
(320) 843-3133

TODD

(320) 732-4500
(320) 732-2157
(320) 732-4500
(320) 732-2157

TRAVERSE

(320) 563-8255
(320) 563-4244
(320) 563-8255
(320) 563-4244

WABASHA

(651) 565-3351
(651) 565-3361
(651) 565-3351
(651) 565-3361

WADENA

(218) 631-7605
(218) 631-7600
(218) 631-7605
(218) 631-7600

WASECA

(507) 835-0560
(507) 835-0500
(507) 835-0560
(507) 835-0500

WASHINGTON

(651) 430-6457
(651) 291-6795
(651) 430-6484
(651) 291-6795

WATONWAN

(507) 375-3294
(507) 507-3121
(507) 375-3294
(507) 375-3121



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WILKIN

(218) 643-8013
(218) 643-8544
(218) 643-8013
(218) 643-8544

WINONA

(507) 457-6200
(507) 457-6368
(507) 457-6200
(507) 457-6368

WRIGHT

(763) 682-7449
(763) 682-1162
(763) 682-7400
(763) 490-8569
YELLOW MEDICINE

(320) 564-2211
(320) 564-2130
(320) 564-2211
(320) 564-2130

ARC MN

(651) 523-0823
(800) 582-5256
770 Transfer Road, Suite 26, St. Paul, MN 55114

www.thearcofminnesota.org
mail@arcmn.org

ARC Greater Twin Cities

(952) 920-0855
2446 University Ave W, Suite 110, St. Paul, MN 55114
www.arcgreatertwincities.org
info@arcgreatertwincities.org

ARC Northland

(218) 726-4725
424 W Superior St Ste 201, Duluth, MN 55802
www.arcnorthland.org
cbourdage@arcnorthland.org

Disability Law Center/Legal Aid Society

(612) 332-1441
430 1st Ave North, Minneapolis, MN 55401
www.mndlc.org
website@mylegalaid.org



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MN DHS Department of Licensing
(651) 431-6500
444 Lafayette Road, St. Paul, MN 55115
[www.mn.gov/dhs/general-public/licensing/
dhs.info@state.mn.us](http://www.mn.gov/dhs/general-public/licensing/dhs.info@state.mn.us)

MN Office of the Ombudsman for MH/DD
(651) 757-1800
(800) 657-3506
121 7th Place East, Suite 420, Metro Square Building,
St. Paul, MN 55101
www.ombudmhdd.state.mn.us
ombudsman.mhdd@state.mn.us

MN Office of the Ombudsman for Long-Term Care
(651) 431-2555
(800) 657-3591
P.O. Box 64971, St. Paul, MN 55164
www.dhs.state.mn.us/main
dhs.info@state.mn.us

Acknowledgement of Receipt

As the Client, I have reviewed the above policy in the Manual. I understand that Intercommunity Home Health Care requires that I be trained on the rights of consumers and duties of workers related to the use and disclosure of protected health information. I agree to comply with all policies and procedures. I understand that severe civil and criminal penalties (up to ten years imprisonment and a \$250,000 fine) may be imposed for violation of these regulations.

Client Signature:

Date:

Representative Signature:

Date: