

PRODUCTIVE LIVING SYSTEMS, INC.

Client Concern (Grievance) Procedure

What do the clients/guardians actually need to receive and sign per regulation?

A concern (grievance) occurs when a client or client's guardian is not satisfied with some part of the Program, Department of Health Services, Family Care, Client's Case Manager, or the State Board of Aging and Long Term Care.

- There is no limit to the number of concerns which the client or guardian may submit. The client or the client's guardian shall have the right to advocate assistance throughout the concern procedure.
- The complaint will be investigated by persons who have no involvement in the issue leading to the concern.
- Any form of coercion to discourage or prevent a client from filing a concern or in retaliation for filing a concern is prohibited. Any form of coercion or retribution against an employee who assists a client in filing a concern is prohibited.

Concerns/Resolutions of Concerns

Any concern should be reported to the Program Manager or designee. The Program Manager or designee will follow the concern procedure. An investigation will begin and a resolution presented and implemented.

If the concern cannot be resolved through the program manager or region, a formal concern (grievance) can be submitted. A written notice should be given to the Client Rights Specialist. The Client Rights Specialist can be reached by telephone at (715) 831-3910 or in writing at 2411 N Hillcrest Pkwy, STE 6, Altoona, WI 54720. The Client Rights Specialist will investigate and make a summary of the concern, the findings, the conclusions and any action taken. This information will be provided per DHS 94.40 (5) to the client, the client's guardian and case manager, the Regional Director, and the Program Manager.

The Program Manager or his/her designee can find information about services, help clients express their concerns and appeals, and find attorneys.

- Clients have the right to advocacy assistance throughout the concern process. The program shall assist its clients as needed and enable its clients to have access to the licensing agency, the State Board on Aging and Long Term Care and its Ombudsman Program, Disability Rights Wisconsin, and any other organization providing advocacy assistance, and shall assure the following for representatives of these agencies:
 - The ability to communicate privately and without restriction with any client who does not object to the communications.
 - Access to medical and personal records of the client with the consent of the client or the client's guardian, or on the order of the court.
 - To have available in the home the name, address, and phone number of organizations providing advocacy assistance for the type of individual served, including the name, address, and phone number of the licensing agency.

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I acknowledge that I have received a resource list of the regional offices of the Division of Quality Assurance, Assisted Living Section.

Client Signature

Date

Client Guardian Signature

Date

Staff Signature

Date

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Wisconsin Regional Offices Division of Quality Assurance, Assisted Living Section As of 10/10/19

Northeastern Regional Office

200 North Jefferson St., Suite 501
Green Bay, WI 54301
Office: (920) 448-5252
Fax: (920) 448-5253

Counties Covered: Adams, Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Ozaukee, Portage, Shawano, Sheboygan, Washington, Waushara, Waupaca, Winnebago, Wood

Southern Regional Office

PO Box 7940
Madison, WI 53707
Office: (608) 264-9888
Fax: (608) 264-9889

Counties Covered: Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Richland, Rock, Sauk, Walworth, Waukesha

Board on Aging & Long Term Care (Including the Ombudsman Program)

1402 Pankratz Street, Suite 111
Madison, Wisconsin 53704

1-800-815-0015 Ombudsman Program/Volunteer Program
1-800-242-1060 Medigap Helpline
Fax: 1-608-246-7001
Email: boaltc@wisconsin.gov

Disability Rights Wisconsin

Toll free: 800-928-8778*

Madison:

131 W. Wilson St., Suite 700
Madison, WI 53703
Office: (608) 267-0214
Fax: (608) 267-0368

Milwaukee:

6737 W. Washington St., Ste 3230
Milwaukee, WI 53214
Office: (414) 773-4646
Fax: (414) 773-4647

Rice Lake:

217 W. Knapp St.
Rice Lake, WI 54868
Office: (715) 736-1232
Fax: (715) 736-1252