

Policy Title: Statement of Service Rights and Grievance

Effective Date: November 20, 2024

Purpose: This policy ensures that all individuals receiving personal support services from Affordable Assist Private Care are aware of their rights and responsibilities as service recipients, as well as the process for filing grievances. It adheres to Tennessee regulation 0940-05-38-.10 and promotes transparency, dignity, and respect in service delivery.

Service Recipient Rights

All individuals receiving services from Affordable Assist Private Care have the following rights:

1. Right to Information:

- Service recipients have the right to be fully informed, both orally and in writing, before the initiation of services, of:
 - 1.1 The specific rights guaranteed by Tennessee law and these rules;
 - 1.2 The agency's grievance procedures;
 - 1.3 A list of available advocacy services; and
 - 1.4 A copy of all agency rules and regulations relevant to service recipients.
- The information will be presented in a manner that promotes understanding and allows recipients to ask questions.
- If a service recipient is unable to understand the information initially but later gains the ability, the information will be provided again. For those unable to understand indefinitely, the information will be given to a guardian or an appropriate representative.

2. Right to Voice Grievances:

- Service recipients have the right to voice grievances about services received or denied.
- Grievances may be directed to Affordable Assist Private Care and/or to outside representatives of the recipient's choice.
- The grievance process is free from restraint, interference, coercion, discrimination, or retaliation.

3. Right to Respect and Dignity:

- Service recipients have the right to be treated with respect, consideration, and full recognition of their individuality and dignity.

4. Right to Protection:

- Service recipients have the right to be protected from neglect, physical, verbal, and emotional abuse (including corporal punishment), as well as any form of misappropriation or exploitation.

5. Right to Civil Rights Assistance:

- Service recipients have the right to assistance from the agency in exercising their civil rights.

Grievance Procedure

Affordable Assist Private Care encourages open communication to resolve concerns or grievances. The following steps outline the grievance process:

1. Step 1: Reporting a Grievance:

- Service recipients, guardians, or their representatives may file a grievance verbally or in writing to the Supervisor or designated staff.

2. Step 2: Acknowledgment of Grievance:

- Within **3 business days** of receiving the grievance, the agency will acknowledge receipt and provide a timeframe for resolution.

3. Step 3: Resolution of Grievance:

- Affordable Assist Private Care will investigate the grievance thoroughly and work toward a resolution within **14 business days**.
- A written response will be provided detailing the findings and actions taken.

4. Step 4: Escalation:

- If the resolution is unsatisfactory, the grievance may be escalated to the agency president.

5. Step 5: External Advocacy:

- Service recipients have the right to seek assistance from external advocacy organizations or regulatory agencies at any time during or after the grievance process.

List of Advocacy Services

- **Tennessee Department of Mental Health and Substance Abuse Services:**
 - If you have concerns about yourself or a loved one, contact our Helpline
 - Hours: Monday-Friday: 8:00 a.m. to 4:30 p.m.
 - Phone: 800-560-5767
 - Email: OCA.TDMHSAS@tn.gov
 - If you need free and confidential referrals to addiction treatment or other substance, use services, call or text the Tennessee REDLINE at 800-889-9789.
 - If you are experiencing a mental health emergency, call or text 988 and press 0 for a crisis counselor or chat 988lifeline.org.
- **Adult Protective Services (APS):** 1-888-APS-TENN (1-888-277-8366)
- **Disability Rights Tennessee:** 1-800-342-1660
 - <https://www.disabilityrightstn.org/get-help/>
- **The Local Ombudsman:**
 - District 4 - Upper Cumberland - Aging Services for the Upper Cumberland
 - Tracie Long, Ombudsman
 - 1225 South Willow Avenue
Cookeville, TN 38506
Work: 931-432-4210
Website: <https://ucdd.org/>
Area Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, & White counties
- **TN Dept of Children's Services - DCS - Cumberland County**
 - 136 Dooley Street, Suite 201
Crossville, TN 38555
 - (931) 459-6600
 - tn.gov/dcs

Local Agencies

- **Office on Aging**
 - Contact the Area Agency on Aging and Disability (AAAD), part of the Upper Cumberland Development District:
 - Phone: (931) 432-4111
 - Website: [Upper Cumberland Development District](#)
- **Community Mental Health Centers**
 - Volunteer Behavioral Health Care System (Crossville Office):
 - Phone: (931) 484-8020
 - Crisis Line: (800) 704-2651
 - Website: [Volunteer Behavioral Health](#).
- **Free Health Clinics**
 - Cumberland County Good Samaritan Clinic:
 - Phone: (931) 484-1338
 - Address: 281 10th St, Crossville, TN 38555
- **Mental Health Hospitals**
 - Cumberland Mountain Mental Health Center:
 - Phone: (931) 484-8020
 - Crisis Line: (800) 704-2651.
- **Mobile Crisis**
 - Volunteer Behavioral Health - Mobile Crisis:
 - Phone: (800) 704-2651.
- **Food Banks**
 - Cumberland County Connect Ministries Food Bank:
 - Phone: (931) 456-6800
 - Website: [Connect Ministries](#).
- **Transportation**
 - UCARTS (Upper Cumberland Area Rural Transit System):
 - Phone: (931) 456-0691 or (931) 432-4111.
 - Website: UCARTS Transportation.
- **The VA (Veterans Affairs)**
 - Crossville VA Outpatient Clinic:
 - Phone: (931) 484-7572
 - Address: 3400 Miller Ave, Crossville, TN 38555.
 - Website: VA Tennessee Valley Healthcare System.