



# Edwin Fair

## Mental Health Center

### **RIGHT TO ASSERTIVE GRIEVANCES**

A written notice of the grievance procedure is provided to each consumer or guardian and to an individual of the consumer's choice. The procedures for review of grievances will be explained to the person served in a manner that is understandable. A discussion between the consumer and primary therapist will be the first step toward resolution. If a resolution is not obtained, the matter is referred to the Director or designee. If the matter continues to be unresolved, it shall be referred to the Board of Directors or designee, for final determination. A written statement informing the consumer as to the outcome of the review shall be provided no later than 14 calendar days after receipt of a written grievance.

The consumer shall be provided any assistance necessary and informed of the availability of the facility's local advocate or the Consumer Advocacy Division of the Oklahoma Department of Mental Health and Substance Abuse Services and inform the consumer of the mechanism for contacting the Consumer Advocacy Division. A consumer shall have unimpeded and confidential access to the facilities local advocate and the Oklahoma Department of Mental Health and Substance Abuse Service office of consumer advocacy. No policy or procedure shall require contact with the facility's local advocate prior to contacting the ODMHSAS office of consumer advocacy. The ongoing monitoring of the grievance process and, based on outcomes, adjust and improve processes; the individual(s) designated as a facility's local advocate shall be responsible for coordinating and monitoring the facility's advocacy activities and contacts with the ODMHSAS Office of Consumer Advocacy. Duties of the facility's local advocate shall include but is not limited to: Serve as the on-sight advocate for consumers being treated or under the care of the program or facility and act as a liaison to the ODMHSAS Office of consumer Advocacy. Such activities may include, assist consumers in filing grievances; Serve as resource for consumers for questions or information dissemination about the facility, admission and discharge processes, or other basic human needs while in treatment; and make contact with consumers involved in or who witness Critical

Incidents or Sentinel Events while in treatment to ensure needs are being met. Serve as facility or program liaison to the Office of Consumer Advocacy in advocacy activities. The provision of written notification to the consumer of the grievance outcome and mechanism by which an individual may appeal the outcome both verbally and in a handout:

1. A mechanism to monitor the grievance process and improve performance based on outcomes
2. An annual review of the grievance policy and procedure and the ongoing monitoring of the grievance process and based on outcomes adjust and improve the process.

For any grievance acted upon, the consumer shall have the responsibility of providing a statement in written form. EFMHC shall have responsibility of response and resolution in a timely manner.

## **Consumer Resources**

Oklahoma Alliance for the Mentally III  
Oklahoma City, OK 800-583-1264

Oklahoma Alliance for the Mentally II  
Children and Adolescent Network  
Okla. City, OK 800-583-1264 Attn: Karen Landolfi

Okla. Mental Health Consumer Advocate's Office  
Oklahoma City, OK 405-573-6605 or 866-699-6605

Oklahoma Mental Health Consumer Council, Inc.  
Oklahoma City, OK 888-424-1305

## **Hotlines**

- Reach Out (24 Hours) 1-800-522-9054
- Teenline (3pm to Midnight) 1-800-522-TEEN
- Safeline (24 Hours) 1-800-522-7233
- Poison Control 1-800-222-1222

## **Hours of Operation**

The Edwin Fair Center will attempt to schedule your appointments at a time convenient for you. Our hours of operation are 8:00 a.m. to 5:00 p.m., Monday - Friday. There are a limited number of evening hours.

Edwin Fair Mental Health Center  
1500 N 6<sup>th</sup> St Ponca City, OK 74601  
Phone: (580) 762-78561  
Fax: (580)762-2576