



State of New Jersey

DEPARTMENT OF HUMAN SERVICES

DIVISION OF AGING SERVICES

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Grievance Policy and Procedure for Area Plan Contract Service Participants

POLICY

1. Each Area Agency on Aging (AAA) shall:
 - a. Require all grantees and sub-grantees to adopt and follow this grievance policy.
 - b. Post this grievance policy & procedure in a conspicuous space in the AAA office, which is easily accessible to participants. Sub-grantees shall also post this grievance policy & procedure in a conspicuous place, as appropriate considering the service being provided.
 - c. Inform participants of their right to file a grievance and how to do so.
 - d. Maintain on file, copies of all documents received related to grievances.
2. Service providers may deny services to participants and/or reduce services for reasons, including but not limited to:
 - a. Other service participants / recipients are a greater priority;
 - b. Based upon reassessment, less services are needed, or they are no longer needed;
 - c. The service is not available in a particular location;
 - d. The service is limited due to resource shortages; and/or,
 - e. Changes in a program's hours of operation.
3. Reasons services may be terminated include but are not limited to:
 - a. Other service participants / recipients are a greater priority;
 - b. Based on reassessment, the service is no longer needed;
 - c. The service is limited due to resource shortages;
 - d. The participant does not abide by existing attendance policies or procedures; and/or
 - e. The participant exhibits disruptive behavior, including but not limited to:
 - i. Physical abuse toward peers or agency staff;
 - ii. Verbal abuse toward peers or agency staff;
 - iii. Violating posted senior center or service location rules;
 - iv. Shouting;
 - v. Threatening or intimidating behavior or language;
 - vi. Stealing or damaging senior center or service location property;

- vii. Any crime, misdemeanor or violation;
 - viii. Consuming alcohol or illegal drugs in the senior center or service location;
 - ix. Being under the influence of alcohol or drugs;
 - x. Smoking on the premises;
 - xi. Harassing or discriminating against anyone based upon race, creed, color, national origin, sex, sexual orientation, age, and/or disability.
4. The participant, or his/her representative, may file a grievance as a result of any of the following issues:
- a. Unfair treatment;
 - b. The AAA or service provider is not following policies or procedures;
 - c. Discrimination;
 - d. Denial of services;
 - e. Dissatisfaction with services; and/or,
 - f. Other reasons, which the participant shall describe in detail.
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