

Client Rights & Grievances

Your Rights, Your Voice. How to Voice Concerns.

FOR NORTHERN RIVERS FAMILY OF SERVICES AND MEMBER AGENCIES

Northern Rivers Family of Services is committed to fair and equitable treatment to the children, adults, and families we serve. We respect the personal dignity of each client while providing care and services that are needed. Clients have the right to receive services free from any form of discrimination on the basis of race, ethnicity, national origin/culture, color, sex, sexual orientation, socioeconomic status, age, marital status, political belief, religion, immigration status, or mental or physical ability.

Our Client Rights and Grievances Procedures establish a process to resolve your concerns rapidly and fairly. We are committed to ensuring your client rights are met and address any concerns you may have about the services you received at Northern Rivers Family of Services.

You have the right to:

- Decline services or treatment offered
- Receive services by trained staff
- Privacy and confidentiality related to all aspects of care including privacy of your case records
- Access your record
- Be treated with respect, dignity, and compassion
- Actively participate in developing, implementing, and changing your treatment plan or that of your child
- Be provided treatment in the least restrictive environment that gives you freedom and community involvement
- Express concerns or grievances through our Client Rights and Grievances procedures
- Be provided interpretation services and accommodations necessary to participate in your care
- Be free from retaliation by or intimidation from Northern Rivers for filing a good-faith report against the organization

You have the responsibility to:

- Respect the rights of others to privacy, confidentiality, safety, and well-being
- Participate in developing and carrying out your individualized treatment plan
- Engage with services staff, providing correct medical history, legal, contact information, and updates when information changes
- Ask questions if directions or procedures are not clearly understood

How you can file a grievance:

At times, you may become dissatisfied with the services you received. We are committed to resolving matters quickly and fairly with respect and dignity. You will continue to receive services uninterrupted during the grievance process.

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Step 1. Share your concern with your primary staff member or the program supervisor. Although you may share your concerns verbally, we encourage you to express your concerns in writing.

- Staff will provide you with a form and assistance in completing it.
- Staff will respond to your complaint within 7 business days.

Step 2. If you are not satisfied with the staff member's response to your complaint, you may then contact our Quality Management department (QM) to file a formal grievance.

- Again, we encourage you to express your grievance in writing, which you may forward directly to QM or program staff will do so for you.
- Your grievance may be filed verbally if you prefer. Staff will provide you with the QM contact name and phone number.

What will Quality Management do to resolve your concerns?

- QM will send you a letter letting you know the grievance was received and will provide you contact information within 15 business days from when we received your grievance.
- QM will conduct a review of the grievance.
- QM will respond to the grievance within 45 business days and will respond to you in writing.

Still have concerns?

Northern Rivers participates in a variety of programs that are regulated by state, federal, and community partners. If you are not satisfied with our response to your concerns, please feel free to reach out to any of the following organizations for additional support:

NYS Education Department
518.474.3852

NYS Office of Mental Health
800.597.8481

NYS Office of Family and Child Services
518.473.7793

U.S. Department of Health and Human Services
800.368.1019

U.S. Department of Health and Human Services Interpreters
877.696.6775

Disability Rights of New York
518.432.7861
www.drny.org

NAMI Helpline
800.950.NAMI (6264)
www.nami.org

NYS Mental Hygiene Legal Services
518.451.8710

If you have any questions, please contact:

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