

## Client Rights and Grievance Procedures

Northern Rivers Family of Services provides services to children, adults, and families who meet the admissions criteria of specific programs regardless of race, ethnicity, color, sex, religion, national origin/culture, or sexual orientation.

Our Client Rights and Grievance Procedures establishes a process to resolve your concerns rapidly and fairly.

We are committed to supporting and protecting your health information and addressing your concerns. The personal dignity of each client will be respected, and we will provide the care and services that are needed.

If you have any questions, please contact:

**Susanne Alterio**  
**Director of Compliance**  
[Susanne.Alterio@northernrivers.org](mailto:Susanne.Alterio@northernrivers.org)  
**518.426.2600**

## NORTHERNRIVERS

Founded where the Mohawk and Hudson meet, like the rivers that shaped our region, Northern Rivers Family of Services helps change lives by shaping the future of those we serve throughout the Capital Region and beyond. Northern Rivers is a family of human services agencies that work together and are committed to helping children, adults, and families.

Formed in 2012, Northern Rivers is the parent organization to Northeast Parent & Child Society (founded in 1888 in Schenectady), Parsons Child & Family Center (founded in 1829 in Albany), and Unlimited Potential (founded in Saratoga Springs in 1979). Together we serve more than 18,000 children, adults, and families in more than 40 counties in New York state who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home-, clinic-, school-, and community-based services, vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives.

With a 1,400-strong workforce and informed by our nearly 200-year heritage, our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

**Main Office**  
**60 Academy Road**  
**Albany, NY 12208**  
**518.426.2600**

[www.northernrivers.org](http://www.northernrivers.org)

## NORTHERN RIVERS

*Life changing care since 1829*

*Your Rights,  
Your Voice*

**How to Voice Concerns**

For Northern Rivers Family of Services  
and member agencies

## 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 your case records
- Be treated with respect, dignity, and compassion
- Be educated about any treatment plans, medications uses, and side effects
- Participate, review, and carry out any treatment plan of services that meets your and your family's needs
- Be provided treatment in the least restrictive environment that gives you freedom and community involvement
- Use the Client Rights and Grievance Procedures for expressing concerns or grievances about services you received
- Be provided interpretation services and accommodations necessary to participate in your care
- Be free from retaliation by 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
- Provide information and engage with service staff
- Follow the reasonable instruction of staff in managing your safety and the safety of others

## How to file a grievance:

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

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

- Staff will provide you with a grievance 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 response to your complaint, you may then contact our Quality Management department (QM) for resolution.

- Again, we encourage you to express your complaint in writing. You may forward your complaint directly to QM or program staff will do so for you.
- Your complaint 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 receive your grievance.
- QM will conduct a review of the complaint.
- QM will respond to the complaint 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 State Education Department  
518.474.3852

NYS Office of Mental Health  
800.597.8481

NYS Office of Children and Family Services  
518.473.7793

U.S. Dept. of Health and Human Services  
800.368.1019

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

Better Health for Northeast New York DSRIP  
518.264.4967

BHNNY Hotline  
518.262.4369

Disability Rights of New York  
518.432.7861  
[www.drny.org](http://www.drny.org)

NAMI Helpline  
800.950.NAMI (6264)  
[www.nami.org](http://www.nami.org)

NYS Mental Hygiene Legal Services  
518.451.8710