

Client Rights & Grievances

Your Rights, Your Voice. How to Voice Concerns.

FOR NORTHERN RIVERS FAMILY OF SERVICES AND MEMBER AGENCIES

We provide 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. The purpose of the Client Rights and Grievance Procedures is to establish a process to resolve your concerns or grievances 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.

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 and/or use of medications and side effects
- Participate, review and carry out any treatment plan of service(s) that meets you and your family's needs
- Be provided treatment in the least restrictive environment that gives you freedom and community involvement
- Use the Client 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 others' right to privacy, confidentiality, safety, and well-being
- Participate in developing and carrying out your individualized treatment plan
- Provide information and engage with services staff
- Follow the reasonable instruction of staff in managing your safety and the safety of others

How you can 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.

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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 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

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

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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