

LIBERTY HOUSE FOUNDATION, INC.

54 Bay Street

Glens Falls, New York 12801

2019

CONFLICT RESOLUTION / GRIEVANCE PROCEDURES

What to do if you have an objection, problem or complaint

Liberty House Foundation, Inc. believes in a “people first” philosophy. We believe that every individual is entitled to due process throughout the procedure. We believe that all people have a right to control their own lives, to control their own affairs, to make their own decisions as much as possible. To that end, the staff at Liberty House encourages the full participation of individuals, guardians, correspondents/advocates or representatives in the development of a Comprehensive Rehabilitation Plan. Staff are also available to review any concerns or suggestions on a day-to-day basis.

All members and/or the parent, guardian, correspondent/advocate, outside representative of his/her choice (or the Mental Hygiene Legal Services when a person is on conditional release from a developmental center), have a right to register and to seek resolution of grievances and to make recommendations. He/she has a right to object and appeal any part of the plan of services, care or treatment that they disagree with, as well as plans for discharge.

The individual and/or parent, guardian, or correspondent/advocate may select a representative of choice to provide assistance and/or legal counsel. A capable adult may refuse the initiation of a formal objection of subsequent appeal on their behalf.

During the period that an objection is being reviewed or appealed, the individual will participate in programming that is mutually agreeable to the objecting party, Liberty House, the person, and the person’s parent, guardian, or correspondent/advocate. Every effort shall be made to maintain the individual in their current level of programming unless the individual must be relocated to protect their health, safety or welfare. Every member will be protected from any form of intimidation, coercion, discrimination or reprisals.

All individuals, and/or their guardian or correspondent will have the opportunity to review all Conflict Resolution procedures at the time of admission, annually, and when changes to the individual program plan are proposed and 30 days prior to a transfer or change of program recommended by the individual’s team.

It is the responsibility of the individual, parent, guardian, correspondent/advocate, representative or legal services representative to present the grievance or concern to the designated staff and proceed as outlined herein.

If the first step does not solve the grievance or concern to the satisfaction of the individual, parent, guardian, correspondent/advocate or representative, proceed to the next step.

RESPONSIBILITY

PROCEDURES

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| Program Coordinator/Clinical Coordinator | 1.) Will be responsible for receiving grievances, complaints or concerns. |
| Program Coordinator/Clinical Coordinator | <p>1.) Will inform the Executive Director of the grievance, complaint or concern. They will then investigate the particular situation. Every effort will be made to resolve the matter. A meeting will be held with the individual's program planning team and resolutions discussed within five working days. The program planning team includes the individual and/or their representative, primary, Program Coordinator and Clinical Coordinator. The opportunity to participate shall not be denied. Other individuals may be included as determined by the program planning team.</p> <p>Recommendations for resolving the grievance or inability to resolve will be submitted in writing, to the party or parties registering the grievance by the Executive Director.</p> |
| | <p>2.) If the matter is unable to be resolved to all parties' satisfaction, the objecting party will be given an opportunity to file a formal grievance with OMH/OPWDD Field Office director. An opportunity for a hearing must be granted within five days receipt of the complaint and with at least ten days' notice. A written decision must be sent within 14 days of that hearing. It may be appealed within 10 days' notice to the Commissioner of OMH/OPWDD. A written final decision must be sent within 14 days of that hearing.</p> |
| Executive Director | 3.) Will submit finding and make recommendations to the Board of Directors. |

The member, parent, guardian or correspondent shall be advised of the mechanism to file grievance or submit an objection on or prior to admission and as changes occur. The following persons are available to receive any complaints or hear your concerns about services:

- 1.) Julia Beebe
Executive Director
Liberty House Foundation, Inc.
54 Bay Street
Glens Falls, New York 12801
(518) 798-1066
- 2.) Roy Schult
Board President
Liberty House Foundation, Inc.
54 Bay Street
Glens Falls, New York 12801
(518) 798-1066
- 3.) Jeff Shakow
Clinical Coordinator
Liberty House Foundation, Inc.
Glens Falls, New York 12801
(518) 798-1066
- 4.) Christina Maresco
Program Coordinator
Liberty House Foundation, Inc.
54 Bay Street
Glens Falls, New York 12801
(518) 798-1066

The following parties are also available to receive your complaints and/or concerns:

Commissioner of OMH- Anne Marie Sullivan

518-474-4407

Deputy Director Hudson River: Bill Porter

845-454-8829

Commissioner of OPWDD: Theodore Kastner:

866-946-9733

Deputy Director Capital District: Sheila Brazie:

518-388-0431

Justice Center for the Protection of People with Special Needs:

Report suspected abuse or neglect: 1-855-373-2122

Complaints/Concerns: 800-624-4143

845-454-8829

