



Youth and Family Rights

- Services will be provided equally to all based on the needs presented by youth and families. Hillside does not discriminate on the basis of race, religion, gender, ethnicity, disability, economic status, sexual orientation, and/or gender identity.
- Every step will be taken to recognize, respect, and respond to your unique, culturally-defined requests as well as to preserve your dignity and privacy.
- Care will be provided by competent personnel in the most effective and caring environment to meet individual needs.
- Your participation and input into an individualized service plan is important and welcome. The plan we create together will be developed based on your needs and goals.
- You are involved in decisions about care, and your concerns and requested changes in services are welcomed.
- If you have a concern with the service being provided, please discuss this with your service provider and/or their supervisor, or see the Customer Service section at the end of this document.
- Your communication needs will be accommodated to support better understanding by using interpreters and/or bilingual personnel. Visual or physical needs will be accommodated by altering meeting locations, times, and using other options to provide services.
- Participation in research is always voluntary. If appropriate, your service provider will contact you. Service will continue regardless of participation.
- Safety rules and expectations of your program can be found in your Family and/or Youth Handbooks.
- You may choose not to participate in our programs—they are voluntary.
- Our environment is free from any form of abuse or exploitation, and is designed to be welcoming and to foster positive interaction.
- Policies and procedures on confidentiality will be strictly maintained and can be found in the Notice of Privacy Practices, found in your Family Handbook.
- Your rights are posted in all service delivery locations and can be found in your Family Handbook.
- Hillside is a 24-hour care facility. The business hours for your program are generally 8am to 5pm, Monday through Friday. Meetings, such as Treatment Conferences, may be provided outside of these hours based on program and/or your needs.
- Your right to privacy and confidentiality during the course of care is protected by law. This includes both communications between you and the people who will be working with you, as well as information contained in your record. You have the right to request that your service provider discuss the contents of your record with you. You may also request to have your record sent to any other service provider from whom you are receiving care. If you are under 18 years of age, a parent or legal guardian may make this request.
- Generally, information from your service record cannot be released without your written consent. Under limited circumstances, certain information may be given out under the direction of NYS governmental agencies or the courts.

Youth and Family Responsibilities

- You have the responsibility to respect the privacy, safety and property of others, and to follow program rules.
- You should ask questions when you do not understand the care, treatment, services or expectations.
- You have the responsibility to participate in family sessions and conferences, etc., according to the guidelines of your program. Your participation in the program is critical to the success of your child.
- You must provide, to the best of your knowledge, accurate and complete information about your family's mental and physical health history and any changes as they occur.
- You have the responsibility to keep appointments or to notify your service provider of necessary cancellations 24 hours in advance.

Customer Service

We will make every effort to provide you with helpful, professional services. If, for any reason, you are dissatisfied with our service, please let your service provider know right away. To gain access to a program supervisor, you may call Service Integration at 585-256-7500 or the Customer Satisfaction Line at 585-256-7761 or toll-free at 877-346-1190.

There are various advocacy groups that can help if you feel you or your family member's rights have been violated. Please see your Family or Participant Handbook for a complete listing of advocacy groups. If you need a new copy of your Family or Participant Handbook, please talk with your primary worker. You may also wish to contact Customer Satisfaction at 877-346-1190 or email info@hillside.com for information on advocacy groups.