



## **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 the unique, culturally defined needs of the person served as well as preserve his or her personal dignity and privacy.
- Services will be provided in the least restrictive environment possible by competent personnel to meet individual and family needs.
- The child and their family are involved in decisions about his or her service, and may voice concerns and request changes in services without fear of consequences.
- These rights are explained in simple, understandable language, and are publicly posted.
- 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. Services will continue regardless of participation.
- HW-SC workers will explain rules, policies and program expectations to youth and their families.
- Our environment is free from any form of abuse or exploitation and access to protective and advocacy services is provided.
- Policies and procedures on confidentiality will be strictly maintained and can be found in the Notice of Privacy Practices in your Family Handbook.
- Families have the responsibility to respect the privacy, safety and property of others.
- Additional information regarding program expectations are noted in the Student and Parent Contract.

## **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. You may also call Service Integration at 585-256-7500 to gain access to a supervisor. If you continue to have concerns, please call our Customer Satisfaction Line at 585-256-7761 or toll-free at 877-346-1190 and leave a message. Your call will be returned by a Hillside representative. You may also e-mail your concern to [feedback@hillside.com](mailto:feedback@hillside.com) or write to Hillside Customer Satisfaction, 1183 Monroe Avenue, Rochester, NY 14620.