

| River Valley Therapeutic Residence Policy and Procedure | | |
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| Grievance | | |
| Effective: 4/26/2023 | Revised: | Due to Review: 4/26/2025 |

POLICY

Residents of River Valley Therapeutic Residence (RVTR) shall be encouraged to help resolve disagreements as they arise during their stay or concerning their treatment and services.

PROCEDURE

The following information shall be given to residents to aid in the filing of grievances.

The following steps are designed to help you solve problems should they arrive:

Talk to the individual you are having a problem with (e.g., staff, Nurse Manager, or the Program Director). Often problems arise due to poor communication or simple misunderstandings.

You have the right to voice concern or file a grievance about any aspect of your care and treatment. Grievances can be made orally or in writing and given to any member of your treatment team. A staff member can help you with this. You can also seek free and confidential help from Disability Rights Vermont. The Program Director or designee will get back to you in writing within five business days.

If still unresolved, you may call or send your grievance to any of the Agencies listed below:

Commissioner Department of Mental Health

280 State Drive, NOB 2 North

Waterbury, VT 05671-2010

Phone: (802) 241-0090

Department of Disabilities, Aging and Independent Living**

Division of Licensing and Protection

H2 South, 280 State Drive

Waterbury, VT 05671-2060

Phone: (802) 241-0480

***The Department of Disabilities, Aging and Independent Living is the state agency responsible for licensing and regulating therapeutic community residences and for investigating complaints about abuse, neglect, or exploitation.*

In addition to filing a grievance, you can also request assistance from the following:

Medical Practice & Hospital Licensing Board Vermont

Department of Health

P.O. Box 70

Burlington, Vermont 05402-0070

802-657-4220

Disability Rights Vermont – Mental Health Ombudsman

1-800-834-7890

Vermont Legal Aid

1-800-889-2047

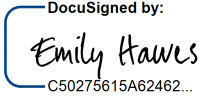
Department of Mental Health -Vermont Psychiatric Survivors

128 Merchants Row

Rutland, Vermont 05701

1-802-775-6834

Remember---you have a right to use this process. You will not get in any kind of trouble for using this process, and in fact, it is part of your recovery and rehabilitation to exercise your role of full citizenship.

| Approved by | Signature | Date |
|---|---|-------------|
| Emily Hawes Commissioner Vermont Department of Mental Health |  C50275615A62462... | 4/26/2023 |