



# River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

**Office:**  
2604 North Parham Rd  
Richmond VA 23294  
P: 804.230.0999  
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**Mailing**  
PO Box 2549  
Glen Allen, VA 23059

## *Advanced Directive*

A mental health advance directive is a written document that describes what you want to happen if you become so incapacitated by mental illness that your judgment is impaired and/or you are unable to communicate effectively. It can inform others about what treatment you want or do not want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

The law requires mental health providers to respect your mental health advance directive, but they are not required to follow it in all cases. If instructions or preferences in your mental health advance directive are against hospital policy, are unavailable, or would violate state or federal law or immediately endanger you or others, providers are not obligated to comply with those provisions. Also, if you are involuntarily hospitalized under the Involuntary Treatment Act, or are incarcerated in jail, your mental health advance directive may not be fully honored.

## *Grievance Policy and Human Rights - §490. Written grievance policy.*

River City has a Human Rights Coordinator that can assist you with the complaint and grievance process. This person also monitors staff and all programs and services to ensure that no client or family is experiencing abuse, neglect and/or exploitation or any type.

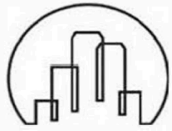
### What is a Complaint?

A complaint is an informal way the state allows you to express your dissatisfaction with River City and/or its affiliates. It is a good idea to try to resolve your complaint with the person directly involved or ask the River City Human Rights Advocate to assist you, before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about what your complaint is. Also, be clear about what an acceptable solution will be. Try to find some ways to reach agreement that will satisfy both you and the other person.

### What is a Grievance?

There are two types of formal complaints that you may make. One type is an appeal, which is a formal complaint about an action. An action is a denial, suspension, reduction, or termination of certain services. See below for a description of the appeal process. The second type is a grievance, which is a formal complaint about any other issue.

The purpose of this policy and procedure is to prevent and resolve conflict. River City acknowledges that any client, who has a grievance or is dissatisfied with any matter concerning the programs, services or staff at River City, will have the right to lodge a



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grievance. River City will consider and attempt to resolve any grievance in a timely manner. Any client or group of client may lodge a grievance with River City which is of direct concern to them in terms of the grievance procedure. Management will consider all grievances in a fair and just manner. No harassment of any client who has lodged a grievance will be tolerated. River City will allow parties to call witnesses to testify.

River City will question witnesses if necessary. The investigation will not proceed if the aggrieved party is not present. Any client lodging a grievance may be accompanied and represented at any stage of the procedure by a colleague of his/her choice. The grievance procedure may be used by all client of River City.

## *Procedure*

### Step 1: Lodge Complaint

A client who has a grievance must first notify his/her assigned counselor/case manager, who will attempt to resolve the issue within 24 hours of the issue being raised. The manager will inform Human Resources of the grievance.

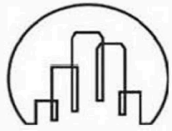
If the client is not satisfied with his/her counselor's/case manager's decision, then the client will have the right to raise a formal grievance with the next level of Management within two work days of the supervisor's/manager's decision.

### Step 2: Formal Grievance

If the client is not satisfied with the case manager's decision, or if the grievance poses concerns for the client's case manager, then the client shall complete a formal Grievance Form and submit the form to the Management Team within two work days of the case manager's decision.

The Management Team will schedule a meeting within three business days after having received the formal Grievance Form. The time period may be extended upon agreement by the parties concerned. The Management Team will review the information. The individual filing the formal grievance may be called to attend a meeting if deemed necessary by the Management Team. In the event that a meeting is deemed necessary, the meeting should be attended by the client, case manager, the immediate supervisor, and will be chaired by the manager. In any meeting conducted by the Management Team, with or without the presence of the client, the manager will ensure that minutes are kept of the meeting, whether written or on a tape recording device, however, any decision made will be recorded on the Formal Grievance Form by the manager.

If no satisfactory resolution or decision is reached within two work days of the meeting, The Management Team will assist the client with the next step. This will be noted on the formal



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Grievance Form and the client will be advised to take the issue to the Human Rights Advocate. This step should be done within two business days.

### Step 3: Human Rights Advocate

This is the highest level within the Company's appointing authority.

The management team (in step 2) will advise the Human Rights Advocate who will review all documents pertaining to the incident. The Human Rights Advocate will provide the client with the company's decision in writing within two business days. The decision made by the Human Rights Advocate will be final. The Human Rights Advocate will advise the client of their rights if the decision reached is not found to be satisfactory by the client. The Human Rights Advocate will supply further contact information for contacting the Local and State Human Rights Committee, if necessary.

### **Your River City Human Rights Advocates are:**

Community-based Services (IIH, MHSS, CS): Alison Youmell, LCSW 804-230-0999 x186

Substance Use Services (SA IOP, SACM): Tangee Augustin, LCSW 804-230-0999 x499

Residential Services: Alex McClelland, LPC 423-268-4748

Outpatient Services: Madison Cully, 804-681-2525

Chief Operations Officer: Tonita Christmas, 804-230-0999 x120

The Local Human Rights Advocate is: **Sharae Henderson – 804-524-7479.**

### *Notice of Privacy Practices*

#### Who We Are

This notice describes the Privacy Practices of River City Comprehensive Counseling Services, Inc., River City Integrative Counseling, and River City Residential Services, LLC (River City) and includes all individuals who work in or for our programs and services.

#### Our Privacy Obligations

We are required by law to keep your protected health information (PHI) private in many situations, to inform you of these practices and to follow the practices set forth.

#### Disclosing and Using Your Information **With** Your Consent

When you begin receiving care from River City, we will ask you (or your legally authorized representative) to sign a consent form that will permit us to provide care for you. We may