

OUR MISSION

To partner with people of all abilities to live their very best lives.

OUR CREDO

- Appreciate and respect the unique contributions of each person
- Prioritize personal and corporate wellness
- Build teams through integrity, transparency, kindness and empathy
- Inspire personal growth through work, training, education and experiences
- Create meaningful connections every day
- Empower people to balance informed risk-taking with ownership of responsibility
- Utilize innovative well-defined processes and procedures that fit individuals' lifestyles and needs
- Develop and maintain trust with all of our stakeholders
- Facilitate relationships that cultivate the wellbeing of our communities
- Commit to being conscientious stewards who maximize and diversify our resources

CONTACT INFORMATION



A chapter of **The Arc**
New York

You can contact our Administration Office anytime you have an issue or a complaint:

Mountain Lake Services

10 St. Patrick's Place
Port Henry, NY 12974

Telephone (Administration Office):
518-546-3381

New York State Office for People With Developmental Disabilities

Developmental Disabilities Regional
Office, Region 2
2445 State Route 30
Tupper Lake, NY 12986
Phone: 518-359-3397
Fax: 518-359-7657

Information Line: (to report a complaint to the Commissioner's attention):

Voice: 1-866-946-9733

TTY: 1-866-933-4889

For more information:

http://www.opwdd.ny.gov/opwdd_contacts/information_line/home

MOUNTAIN LAKE SERVICES



OUR ISSUE/COMPLAINT RESOLUTION PROCESS FOR PEOPLE RECEIVING SERVICES

WE CARE!

We know that fulfilling our mission means listening to the people we support, to their families, and to anyone who is concerned for their wellbeing. So, we are committed to taking any concerns seriously and responding to them to the best of our ability.

FIRST STEPS...

We teach all of our employees to listen to any concerns that may be expressed by or on behalf of the people we support, and to take whatever action they can to resolve the issue immediately.

If you ever have any concerns, we want you to know that you can feel free to express your concerns to any of us, and you should expect our prompt attention. Whenever possible, it will be best if you can address any issues with the people immediately involved. Hopefully, we can then work with you to promptly resolve the issue to your satisfaction.

IF YOU NEED OUR HELP...

If you do not get an acceptable response, or if for any reason you do not feel comfortable addressing your concern to those directly involved, you can complete a formal complaint resolution form. A copy will be included with this brochure, but you

can request a form at any time from any of our employees, or from our Administration Office at 518-546-3381. If you would like our assistance completing the form, we will do that for you.

IF YOU COMPLETE A COMPLAINT RESOLUTION FORM...

You can submit the form to any of our employees, or to our Administration Office in person or by mail at the address below:

**Mountain Lake Services
10 St. Patrick's Place
Port Henry, NY 12974**

We will acknowledge the receipt of the complaint resolution form. A person will be assigned immediately to follow up on the issues, and will begin promptly to try to resolve them to your satisfaction. All complaints submitted will be tracked by our office to ensure the follow up occurs in a timely manner.

WHAT CAN YOU EXPECT FROM US?

Within 2 weeks of receiving the complaint resolution form, we will contact you to discuss with you the action we will take to resolve the issue.

IF YOU ARE STILL NOT SATISFIED...

If you are still not satisfied when we meet with you, you can let us know. You may want to continue working with the person you met with to reach a better resolution, but if you feel at an impasse, you can follow the steps below to request further help to resolve your issue.

WHAT YOU CAN DO TO APPEAL OUR DECISION:

1. Contact our Administration Office at 518-546-3381 and ask that the matter be appealed to our Executive Director. Our Executive Director will then review the matter to determine if there is anything more we can do to resolve the matter. We will arrange to meet with you within 15 days, and then to send you a notice of the decision within 10 days of the meeting.
2. If still not satisfied: You may contact the Director of OPWDD's Region 2 DDRO (Developmental Disabilities Regional Office):
Phone: 518-359-3397
Fax: 518-359-7657
3. If still not satisfied: You may contact the office of the Commissioner of OPWDD:

Voice: 1-866-946-9733

TTY: 1-866-933-4889

You should file an appeal within 10 working days of any decision.