



**Denali Family Services**  
**Consumer Rights Guidebook**

Mission:

Supporting Children and Families  
Through Individualized and Community Based Services

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## Introduction

Hello and Welcome to Denali Family Services,

Here at Denali Family Services (DFS) our mission is to serve children and families through community-based, wrap-around services. At all times, we work to provide services that are safe, effective, and grounded in the highest standards of ethical practice. Our commitment to ethical practice is represented by the Client Bill of Rights contained in this packet. The Client Bill of Rights explains what your rights are as a consumer and what our responsibilities are as a provider. We will review these rights with you several times a year; but you may ask to review them at any time. If at any time you feel that we are not respecting your rights, or are not practicing ethically, we want to hear about it immediately. You may bring concerns to us through your treatment team or through our grievance process. If you don't feel comfortable raising concerns through either of these channels, we will help you identify a local representative outside of the agency to guide you through the process. No matter what the concern is, or how you communicate it to us, we will do our best to address it immediately.

We thank you for trust that you and your family have placed in us, and we look forward to all of your future successes.

Sincerely,

Dan Bigley, LCSW, LPC-S  
President/CEO  
Denali Family Services

## Client Bill of Rights

1. I have a right to be treated in a manner that promotes dignity and self-respect.
2. I have a right to receive a paper copy of Denali Family Services' (DFS) Notice of Privacy Practices.
3. I have a right to be fully informed, prior to receiving services, the fees, payment options, and insurance reimbursement for any service to be provided by DFS.
4. I have a right to receive current information regarding my diagnosis and recommended treatment.
5. I am entitled to participate in formulating, evaluating and periodically reviewing my individualized written treatment plan, including requesting specific forms of treatment, being informed why requested forms of treatment are not made available, refusing specific forms of treatment that are offered, and being informed of treatment prognosis.
6. I have a right to be informed by my prescribing physician or nurse practitioner of the name, purpose, and possible side effects of any medications prescribed as part of my treatment plan.
7. I have a right to be permitted to review my case file with an appropriate employee and to receive a copy of my record upon my request in writing.
8. I may request a copy of the discharge summary, which should include discharge and transitional plans.
9. I have a right to confidential maintenance of all information pertaining to me and the right to provide written approval for release of my identifiable information.
10. I have a right to actively participate in developing and modifying goals for myself in therapy and other services I utilize.
11. I have a right to be informed of services within Denali Family Services (DFS) as well as equivalent services throughout the community.
12. I have a right to receive referrals to other agencies in the community if, at any time, other services are needed or desired.
13. I have a right to know any DFS employee who is responsible for my treatment by name and be able to speak with him/her while he/she is at the agency.
14. I have a right to have a relationship with DFS that is therapeutic.

15. I have a right to be able to present any complaints or grievances to DFS to be addressed and resolved according to established procedures.
16. I have a right to be free from restraint except when determined absolutely necessary to protect myself or others from harm.
17. I have a right to receive treatment without discrimination based upon race, religion, sex, marital status, sexual orientation, national origin, age, or disability.
18. I have a right to be free to communicate with my significant others in emergency situations.

## Client's Rights for Children and Teenagers

1. Your color, race, sex, sexual orientation, and religion will not affect the way you are treated, or the quality of services you receive.
2. You will not be punished in any physical way. Employees will not make fun of you, hurt you with words, or embarrass you. They will not allow others to do this. Other consumers will not be allowed to harm you. You will be treated with respect.
3. You have the same rights as every other person whom we work with. You will have a treatment plan while you are receiving services here. The treatment plan will be written with you to assist in addressing issues identified by you, your family, and the Denali Family Services employees. Your treatment plan will be reviewed every 90-135 days, and updated as needed, to ensure you are receiving services that assist you in reaching your goals. You, your parent(s), guardian(s), social worker, probation officer, teacher and clinician will all meet to discuss your treatment plan. This is the best time to inform employees and the group how you feel about the services you are receiving. You are an important person at Denali Family Services and the reason this agency exists. We want to know what is going well, what needs to be changed, and any other suggestions you have that may improve service delivery. We want and need your feedback!
4. You, your parent(s), guardian(s), doctor, probation office, or OCS worker may review your treatment plan at your request, at reasonable times.
5. Diversity is important to everyone at Denali Family Services. Your cultural values and traditions will always be respected.
6. At your request, you will have the opportunity to participate in activities consistent with your ethnic and cultural background.
7. Your confidentiality is one of our top priorities. Personal and treatment information will only be released to a third party with signed releases of information from your legal guardian or as required by state or federal law. All Denali Family Services employees are obligated to report instances of abuse and neglect of children, adults, seniors and any population of vulnerable persons.
8. You, your parent(s), or guardian(s) can file a grievance or make a complaint if you are unhappy with services you are receiving. You may contact Denali Family Services Clinical Director at 907-274-8281 with any questions.

## Rights for Foster Children Using DFS Foster Homes

At Denali Family Services, we believe every child in foster care has the same rights belonging to all children, in addition, because of the temporary or permanent separation from and loss of parents and other family members; children require special safeguards, resources and care (Casey Foundation).

### *Every child in foster care has the inherent right:*

1. To be cherished by a family of your own, either by your own family helped by readily available services and supports to reassume your care, or an adoptive family, or by a continuing foster family.
2. To be nurtured by foster parents who have been selected to meet your individual needs.
3. To receive sensitive, continuing help in understanding the reasons for your own family's inability to take care of you, and in developing confidence in your own self-worth.
4. To receive continuing loving care and respect from your foster parent(s) as a unique human being.
5. To grow up in freedom and dignity in a neighborhood of people who accept you with understanding, respect, and friendship.
6. To receive help in overcoming things from your past that has hurt you whether emotional, physical, intellectual, social, or spiritual. Your continued growth and learning is important to us.
7. To receive education, training, independent living, and career guidance to prepare for a useful and satisfying life.
8. To be represented by an attorney, when applicable, in administrative or judicial proceedings.
9. To be free from physical, sexual, emotional, and other forms of abuse and neglect.
10. To contact friends and family unless prohibited by your Office of Children's Services (OCS) worker or Division of Juvenile Justice (DJJ) probation officer (when applicable) or court order.
11. To contact Denali Family Services with any and all concerns regarding the care you are receiving in one of our foster homes.
- 12. OCS authorizes Denali Family Services to license foster homes. The OCS licensing worker for Denali Family Services can be contacted at 907-274-8281 with any questions. The Foster Care Director may also be reached at 907-330-2448.**

## Information for Legal Guardians of Consumers

There are several different forms of legal guardians at Denali Family Services. The legal guardian of a child may be a biological mother or father, a grandmother or grandfather, and aunt or uncle, a Social Worker of the Office of Children's Services (OCS), or a probation officer. Below is a list of ideas and suggestions for legal guardians that may help ensure your child is getting the most of the programs and services Denali Family Services offers.

1. It is beneficial to know who is providing services for your child. He/she may be receiving clinical services, have a case manager, work with a behavioral health specialist or be involved in group therapy. Knowing who is providing services to your child will help you when you need to contact someone with questions about what is on a treatment plan and what activities are planned (KARMA, Denali Explorers, TIP Program, etc).
2. Your child may talk with you first if he or she is in some way unhappy with the services he or she is receiving. If your child is unhappy with services, please let us know so we can correct the problem.
3. ***You and your child should ALWAYS receive a copy of his/her current treatment plan. If you do not understand this plan, you have the right to have it written in language that you do understand.***
4. If there are problems with the services that your child is receiving, you may file a grievance with Denali Family Services. Grievance information is included in this guidebook.
5. If you need assistance with filing a grievance, please call the Quality Assurance Coordinator at 907-330-2401. No one will treat you differently because you have made a complaint.
6. ***If you have a billing concern, please call the Accounting Manager at (907) 222-2306.***
7. ***If you suspect child abuse or neglect, you should immediately call OCS at 1-800-478-4444.***
8. If Denali Family Services cannot resolve the concern or problem you or your child is having, please see section Additional Agencies that Can Help.



## **Youth and Caregiver Expectations**

1. You and your caregiver(s) are expected to attend and engage in all therapeutically recommended activities.
2. You and your caregiver(s) are expected to follow the cancellation and no-show policies.
3. You and your caregiver(s) are expected to treat staff and other youth with respect and dignity.
4. You and your caregiver(s) are expected to utilize the on-call system in an appropriate manner, as needed.
5. You, your parent(s), or guardian(s) can file a grievance or make a complaint if you are unhappy with the services you are receiving. You may contact Denali Family Services Quality Assurance at [qa@denalifs.org](mailto:qa@denalifs.org) with any questions.

## **Grievance Policy and Procedure**

### **POLICY:**

- Denali Family Services shall resolve to the maximum extent possible a consumer's complaint or appeal.
- All clients and guardians have the right to file a grievance without fear or intimidation or retaliation of any kind.
- All clients shall be notified in writing of the grievance policy during the intake process. A signed copy of receipt of the grievance policy shall be maintained in the client record and updated at least annually.

### **PROCEDURE:**

- Grievance forms are available at the front desk of the agency's locations or online at [www.denalifs.org](http://www.denalifs.org). Forms are also available by email or Fax; please contact your case manager or the Quality Assurance Coordinator for more information about obtaining a grievance form.
- Upon completion of the grievance/complaint form, please mail, fax, email, or submit the form to the Quality Assurance Coordinator (QA) (please see below for contact information).
- If clients would like assistance in filing a grievance the client can designate a representative or advocate to assist with all the steps of the grievance process.
- The QA will document/track the grievance/complaint form and provide a written "notice of receipt" by mail and/or email within 1 business day.
- The grievance/complaint form is evaluated by administration.
- A written response outlining the terms of the decision will be mailed within 5 business days.
- In the event that the complainant does not feel that the issue is resolved, he/she has the right to send a written "appeal of the decision" within 10 business days from receiving the "response of decision".
  - The written appeal of the decision should be sent to the QA by mail, fax, or email for documentation purposes. The QA will then mail a "Notice of Receipt" within 1 business day.
  - The appeal will then be forwarded directly to the CEO. If a satisfactory resolution cannot be found at that level, the appeal will be forwarded to the board of directors.
  - A referral to the Division of Behavioral Health can be made to provide technical assistance for an unresolved grievance.
- The Board of Directors will review a report analysis of client grievances/complaints annually to assess potential areas for improvement.
- Confidentiality shall be maintained throughout the grievance process.

If you have questions or need any assistance with Grievance/complaint policy and procedures, please contact:

Peter Houston, MSW  
Director of Quality Assurance/ Clinician  
Denali Family Services  
1251 Muldoon Rd., St. 116  
Anchorage, AK 99504  
Main: (907) 274-8281  
Desk: (907) 222-2388  
Cell: (907) 354-6308  
Fax: (907) 330-2497  
[phouston@denalifs.org](mailto:phouston@denalifs.org)



## Grievance / Complaint Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

*Denali Family Services'* employee(s) involved in incident:

\_\_\_\_\_

Grievance / Complaint Involves:

- A complaint against an employee at Denali Family Services
- Company policy and procedures
- Treatment related / Quality of Care
- Privacy and/or client rights
- Abuse and/or neglect
- Other, please specify \_\_\_\_\_

Please check one of the options below:

- This is the first time I have filled out a grievance / complaint form for the incident I am reporting.
- I have filled out a grievance / complaint form, but I have additional facts that I would like to include which may sway the decision that has been made.

Please include the date that the last grievance / complaint form was turned in: \_\_\_\_\_

- I have filled out a grievance / complaint form, but I am not satisfied with the outcome (please specify your reasoning below). Attach additional sheets if necessary.

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**Describe the grievance / complaint in detail:**

Please include dates and approximate times of incident (if available). Attach additional sheets if necessary.

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you would like assistance in filing a grievance, you have the right to designate a representative or advocate to assist you will all the steps of the grievance process.

Signature of representative (if applicable): \_\_\_\_\_

Date: \_\_\_\_\_

Please submit the signed copy of your grievance / complaint form within 30 days of the incident. Upon delivery of the grievance form, a “notice of receipt” will be sent by mail or email within 1 business day. For additional information, please see our policy and procedure for grievance / complaint forms.

**All grievance / complaint forms should be returned to:**

**Peter Houston, MSW**  
Director of Quality Assurance/ Clinician  
Denali Family Services  
1251 Muldoon Rd., St. 116  
Anchorage, AK 99504  
Main: (907) 274-8281  
Desk: (907) 222-2388  
Cell: (907) 354-6308  
Fax: (907) 330-2497  
[phouston@denalifs.org](mailto:phouston@denalifs.org)

## **Additional Agencies that Can Help**

**Denali Family Services will make every reasonable attempt to resolve any problem you or your child is having while receiving services here. If, however, we cannot resolve a concern to your satisfaction, there are additional agencies that may be able to assist you.**

### **Council on Accreditation (COA)**

Do you have a concern about Denali Family Services that you would like to share with the Council on Accreditation? COA reviews issues about its accredited organizations after receiving background information regarding the concern as well as a signed consent. The consent gives COA your permission to contact the organization about the concern and to disclose your name to the organization.

### **Alaska Department of Health and Social Services**

Denali Family Services is a grantee of the Department of Health and Social Services (DHSS). DHSS is available to receive any concerns or comments you may have about the services provided at Denali family Services. You may contact DHSS at (907) 465-3030 or visit the DHSS website at <http://dhss.alaska.gov/Pages/default.aspx> for additional information.

### **National Alliance for the Mentally Ill Alaska (NAMI)**

The National Alliance for the Mentally Ill Alaska (NAMI) chapter assists parents and families in understanding and caring for children with mental illness. NAMI's address is 144 W. 15<sup>th</sup> Ave. Anchorage, AK 99501. You may call NAMI at (907) 272-0227 or e-mail them at [namianchorage@gmail.com](mailto:namianchorage@gmail.com).

### **Mental Health Association in Alaska (MHAA)**

The Mental Health Association in Alaska (MHAA) conducts studies regarding mental health, advocates for development and funding of mental health services and has information about mental illness. If you have feedback for them, or suggestions about programs or services you feel would benefit persons with mental illness, you may call them at (907) 563-0880 or visit their web site at [www.alaska.net/~mhaa](http://www.alaska.net/~mhaa).

### **Disability Law Center of Alaska**

Disability Law Center of Alaska is an excellent resource for people with disabilities. They can provide information about legal rights, advocacy, and provide you with information about other mental health agencies in Alaska. Disability Law Center of Alaska is located at 3330 Arctic Blvd., Ste. 103 Anchorage, AK 99503. Their phone number is (800) 478-1234 or email them at [akpa@dlcak.org](mailto:akpa@dlcak.org).



### **Office of Children’s Services (OCS)**

If you have children in the custody of the Office of Children’s Services and would like to speak to someone there about concerns or problems with services your child is receiving at Denali Family Services, you may obtain grievance resolution information online at <http://dhss.alaska.gov/ocs/Pages/default.aspx> . The OCS Anchorage regional office is located at 323 E 4<sup>th</sup> Avenue. Anchorage, AK 99501. They can also be reached at (907) 269-4000.

### **Alaska Division of Juvenile Justice (DJJ)**

If you have children who are supervised by the Department of Juvenile Justice (DJJ) or have a probation / parole officer, they may be contacted about the services your child is receiving at Denali Family Services. You may contact the Anchorage office of DJJ at (907) 261-4399 or their web site is <http://dhss.alaska.gov/djj/Pages/default.aspx>

### **Office of Public Advocacy (OPA)**

The Office of Public Advocacy (OPA) is a state agency that may also be able to provide you with assistance regarding the care of your children. Their mission is “To protect the rights of vulnerable Alaskans by providing excellent, cost-effective legal and guardian representation to abused and neglected children, incapacitated adults, and others”. Please keep in mind OPA only represents clients when the court appoints the agency. OPA is located at 900 W. 5<sup>th</sup> Ave. Ste. 525, Anchorage, AK 99501. Their phone number is (907) 269-3500 and fax number is (907) 269-3535 or visits their website at <http://doa.alaska.gov/opa/>.

## **Glossary of Children’s Mental Health Terms**

Throughout this guidebook, there may be some terms that you do not understand. For this reason, there are several definitions listed below to serve as a reference is needed.

### **Accessible Services:**

Services that are affordable, located nearby, and are open during evenings and weekends. Employees are sensitive to and incorporate individual and cultural values. Employees are also sensitive to barriers that may keep a person from getting help. For example, a youth may be more willing to attend a support group meeting in a church or club near home, rather than travel to a mental health center. An accessible service can handle consumer demand without placing people on a long wait list.

### **Appropriate Services:**

Designed to meet the specific needs of each individual child and family. For example, one family may need day treatment services while another family may need home-based services. Appropriate service for one child or family may not be appropriate for another family. Usually, the most appropriate services are in the child’s community.

### **Assessment:**

A professional review of a child’s and family’s needs that is done when they first seek services from a caregiver. The assessment of the child includes a review of physical and mental health, intelligence, school performance, family situation, and behavior in the community. The assessment identifies the strengths of the child and family. Together, the caregiver and family decide what kind of treatment and supports, if any, are needed.

### **Behavioral Health Associates**

The BHA is a specially trained team member who focuses on how students’ behavior and mental health impacts their ability to learn and be successful in schools and the community.

### **Caregiver:**

A person who has special training to help people with mental health problems. Examples of people with this special training are social workers, teachers, psychologists, psychiatrists, and mentors.

### **Case Manager:**

An individual who organizes and coordinates services and supports for children with mental health problems and their families. (Alternate terms: service coordinator, advocate, and facilitator.)

**Case Management:**

A service that helps people arrange appropriate and available services and supports. As needed, a case manager coordinates mental health, social work, education, health, vocational, transportation, advocacy, respite, and recreational services. The case manager makes sure that the child's and family's changing needs are met.

**Office of Children's Services (OCS):**

Designed to safeguard the child when there is suspicion of abuse, neglect, or abandonment, or when there is no family to take care of the child. Examples of help delivered in the home include financial assistance, vocational training, homemaker services, and day care. If in-home supports are insufficient, the child may be removed from the home on a temporary or permanent basis. The goal is to keep the child with his or her family whenever possible.

**Consumer:**

Someone who uses mental health services.

**Clinician:**

A professional working directly with a consumer whose practice occurs primarily in an office, hospital, or clinic. At Denali Family Services, Clinicians do complete home visits and see consumers in their communities.

**Confidentiality:**

A principal of ethics according to which an individual or agency may not disclose information about a consumer without the consumer's (or a consumer's guardian in some cases) permission.

**Diversity:**

The fact or quality of being diverse, to be unique and different from other people.

**Emergency and Crisis Services:**

A group of services that is available 24 hours a day, 7 days a week, to help during a mental health emergency. When a child is thinking about suicide, these services could save his or her life. Examples: telephone crisis hotlines, crisis counseling, crisis residential treatment services, crisis outreach teams, and crisis respite care.

**Family Centered Services:**

Help designed to keep the family together and to cope with mental health problems that affect them. These services may include consumer information workshops, in home supports, family therapy, parent training, crisis services, and respite care.

**Fraud:**

Deceit perpetrated for profit or to gain some unfair or dishonest advantage.

**Guardian:**

An individual who has temporary or ongoing legal responsibility to care for another person or to manage that person's property or affairs, in whole or in part.

**Home Based Services:**

Help provided in a family's home for either a defined time or for as long as necessary to deal with a mental health problem. Examples include parent training, counseling, and working with family members to identify, find, or provide other help they may need. The goal is to prevent the child from being placed out of the home. (Alternate term: in home supports)

**Individualized Services:**

Designed to meet the unique needs of each child and family. Services are individualized when the caregivers pay attention to the children and family's needs and strengths, ages, and stages of development. See appropriate services and family centered services.

**Inpatient Hospitalization:**

Mental health treatment in a hospital setting 24 hours a day. The purpose of inpatient hospitalization is: (1) short-term treatment in cases where a child is in crisis and possibly a danger to self or others, and (2) diagnosis and treatment when the patient cannot be evaluated or treated appropriately in an outpatient setting.

**Mental Health:**

Mental health refers to how a person thinks, feels, and acts when faced with life's situations. It is how people look at themselves, their lives, and the other people in their lives; evaluate the challenges and the problems; and they explore choices. This includes handling stress, relating to other people, and making decisions.

**Mental Health Problems:**

Mental health problems are real. These problems affect one's thoughts, body, feelings, and behavior. They can be severe. They can seriously interfere with a person's life. They're not just a passing phase. They can cause a person to become disabled. Some of these disorders are known as depression, bipolar disorder (manic-depressive illness), attention deficit hyperactivity disorder, anxiety disorders, eating disorders, schizophrenia, and conduct disorder.

**Mental Disorders:**

Another term used for mental health problems.

**Mental Illnesses:**

This term is usually used to refer to severe mental health problems in adults.

**Plan of Care or Individualized Service Plan:**

A treatment plan designed for each child or family. The caregiver(s) develop(s) the plan with the family. The plan identifies the child's and family's strengths and needs. It establishes goals and details appropriate treatment and services to meet his or her special needs.

**Residential Treatment Centers:**

Facilities that provide treatment 24 hours a day and can usually serve more than 12 young people at a time. Children with serious emotional disturbances receive constant supervision and care. Treatment may include individual, group, and family therapy; behavior therapy; special education; recreation therapy; and medical services. Residential treatment is usually more long term than inpatient hospitalization. Centers are also known as therapeutic group homes.

**Respite Care:**

A service that provides a break for parents who have a child with a serious emotional disturbance. Some parents may need this help every week. It can be provided in the home or in another location. Trained parents or counselors take care of the child for a brief period of time. This gives families relief from the strain of taking care of a child with a serious emotional disturbance.

**Service:**

A type of support or clinical intervention designed to address the specific mental health needs of a child and his or her family. A service could be received once or repeated over a course of time as determined by the child, family, and service provider.

**Sexual Orientation:**

Inclination toward or preference for sexual activity with members of one's own sex (homosexual orientation), the opposite sex (heterosexual orientation), or both (bi-sexual orientation).

**Therapeutic Foster Care:**

A home where a child with a serious emotional disturbance lives with trained foster parents with access to other support services. These foster parents receive special support from organizations that provide crisis intervention, psychiatric, psychological, and social work services.

**Treatment Plan:**

At different agencies, the treatment plan is sometimes referred to as the case plan, case record, service plan, or medical record. At Denali Family Services, we refer to it as a treatment plan. The treatment plan contains information about the client situation, treatment goals and objectives, intervention strategies and outcomes, and the services that are received.

## **Transition Facilitators**

Transition Facilitators are not only trained to overall case management duties, but also are trained in the Transition to Independence Program (TIP). The focus of the TIP program is to assist our clients in making decisions for themselves and building independence.

## **Transition to Independence Program:**

The Transition to Independence program is a subsection of the case management department that focuses on providing case management services to teens and young adults between the ages of 14 – 24.

## **Wraparound Services:**

A “full service” approach to developing help that meets the mental health needs of individual children and their families. Children and families may need a range of community support services to fully benefit from traditional mental health services such as family therapy and special education. See appropriate services, coordinated services, family centered services, and system of care.

## **Credits**

- *Denali Family Services referenced Alaska Children Services Student Rights, with permission, to assist in developing this section of the Consumer Rights Guidebook.*
- *Annie E. Casey Foundation: <http://www.aecf.org>*
- *The Social Work Dictionary (1999) was referenced to construct the “Definition of Terms” section of this guidebook.*

## Denali Family Services Contact Information

### **Anchorage – Muldoon Location**

1251 Muldoon Rd., Suite 116  
Anchorage, AK 99504  
Main: (907) 274-8281  
Fax: (907)274-4055  
Website: [www.denalifs.org](http://www.denalifs.org)

### **Denali Explorers**

1251 Muldoon Rd., Suite 116  
Anchorage, AK 99504  
Main: (907) 575-1109  
Fax: (907) 258-0794  
Website: [www.denalifs.org](http://www.denalifs.org)

### **Wasilla Location**

291 E. Swanson Ave.  
Wasilla, Alaska, 99654  
Main: (907) 376-3275  
Fax: (907) 376-3285  
Website: [www.denalifs.org](http://www.denalifs.org)

### **DFS After Hours Contact**

**On-Call #1 Phone:** (907) 980-0551

**On-Call #2 Phone:** (907) 980-0553

**APD Non-Emergency:** (907) 786-8500 or  
311

**WPD Non-Emergency:** (907) 352-5401