

RESOURCE CENTER FOR ACCESSIBLE LIVING CONSUMER RIGHTS

While you are participating in services offered by the Resource Center for Accessible Living, Inc. (**RCAL**), you have certain rights regarding information relevant to your situation. Your rights include the expectation of confidentiality, use of appropriate releases, access to your file, and conflict of interest free provision of services.

Confidentiality: It is the policy of **RCAL** that any information about anyone applying for services, or admitted and receiving services, is to be held in confidence (i.e., **RCAL** staff/interns/trainees will not discuss any information about or with anyone outside of **RCAL** (unless assisting you with applying for agency external agency services i.e. Medicaid, Social Security, OPWDD). The only exception is the Executive Director or assignee sharing information when there is a good faith belief that there is an extreme safety issue (example: possible harm to yourself or others).

Release of Information: Any information obtained or to be disclosed is to be done with the understanding that the information will be confidential, and is to be maintained exclusively for the purpose of planning and provision of services. Permission to obtain or release information must be in writing. The release is ongoing for one year, unless termination is requested by you in writing.

Access to Files: You have a right to look at your file. **RCAL** requests you make an appointment to look at your file at least 48 hours in advance. You may add to or delete information from your record. Due to regulations and legal responsibilities, **RCAL** may only produce records originally generated by **RCAL**. Your advocate may assist you in obtaining original information from other sources if requested. However, original records from another source that you provided to **RCAL** would be available to you when you access your file. These original records would have been marked as originals upon receipt at **RCAL**.

Conflict of Interest Free Provision of Services: As the local independent living center promoting choice and independence

RESOURCE CENTER FOR ACCESSIBLE LIVING CONSUMER RESPONSIBILITIES

RCAL will provide you with programs and resources to support you regardless of race disability, age, religion, ethnicity, military status, domestic violence victim status, marital status, gender, sexual orientation, gender identity, or economic status in a respectful and professional manner. **RCAL** will work with you collaboratively to obtain your stated goals as long as you are working cooperatively on the objectives. As **RCAL** is a consumer-directed agency, your role in exerting independence is integral to the joint effort required to meet your Independent Living goals and objectives. As a consumer you play an integral role in acquiring services at **RCAL** because our services are consumer-directed in nature. Therefore, you are responsible for:

- Participating in efforts to exert independence
- Respecting all members of **RCAL**, including staff, other consumers, and visitors
- Providing, to the best of your knowledge, accurate and complete information about your current state of health and wellness as it applies to receiving supports through **RCAL** that will help you to become more independent
- Reporting unexpected changes in your condition that may affect how we assist you, to the responsible Independent Living Advocate
- Communicating whether you clearly understand the scope of available services and what is expected of you
- Keeping your appointments and notifying **RCAL** staff when you are unable to do so. To cancel or reschedule an appointment with an Independent Living Advocate, call (845) 331-0541

CONSUMER STANDARDS OF CONDUCT:

Consumers shall not:

- Engage in any behaviors that constitute abuse: physical, verbal, financial, or emotional to another person
- Possess dangerous materials, weapons such as firearms, knives, or explosives while on **RCAL** property, or with **RCAL** staff, visitors, or associates offsite
- Engage in criminal conduct including disorderly or obscene conduct while on **RCAL** property (vandalism, stealing, selling drugs, fighting or threatening violence)
- Smoke on the premises including the parking lot
- Disregard direction from **RCAL** staff, volunteers, or associates as it pertains to safety issues
- Consume alcohol or illegal drugs on the property including the parking lot, or come in the building or parking lot intoxicated or high—persons who appear to be obviously intoxicated or high may not be allowed access to staff or services.

GRIEVANCE PROCEDURE:

If you are not fully satisfied with your experience at **RCAL**, consumers may use the following methods to address concerns regarding services provided:

1. Upon receipt of your written request to the Chief Operating Officer, you may request, without prejudice, another Independent Living Advocate. This Advocate will be assigned to you within 5 business days of receipt and will remain the sole coordinator for the services you request.
 - a. If you are unsatisfied with the service, you may first request in writing a meeting with your Independent Living Advocate; you may also request that their Supervisor be present to hear your concerns. This meeting will be scheduled at your earliest convenience within two weeks of receipt of your letter.
 - b. Should you still be unsatisfied, after the initial meeting, with the service, you may request to speak to the Compliance Officer, call (845) 331-0541, extension 16. Upon receipt of a phone call the Compliance Officer will return your call within 3 business days.
 - c. You may request to speak to the Executive Director, if you remain unsatisfied with the service. Upon Receipt of your phone call the Executive Director will return your call within 3 business days or as soon as possible if the Executive Director is out of the office.
2. You may choose to bypass these options and directly contact ACCES-VR offices at:

Vocational Rehabilitation Counselor, NYS Education Department
89 Washington Avenue, Albany, NY 12234 | Phone: (518) 486-3777 Fax: (518) 473-6073

Acknowledgement: In signing this form I have read and understand the above statements regarding my rights and responsibilities as a consumer of **RCAL**. I agree to these rights and responsibilities and I understand how to utilize the grievance procedure.

Consumer Signature

Date

Print Consumer Name

Staff Signature