



In keeping with the Independent Living Center philosophy, Independent Living, Inc. (ILI) promotes consumer choice and direction as well as human and civil rights. As a consumer of our services, we are providing you with a Rights and Responsibilities document, as well as our formal Grievance Procedure. Independent Living, Inc. employees attempt to provide quality services and advocacy aimed at empowering every consumer.

### **Consumer's Rights and Responsibilities**

1. You have the right to be treated with dignity, respect and integrity.
2. You have the right to be treated in a courteous and friendly manner.
3. You have the right to have your information kept confidential based on the HIPAA Regulations, Notice of Privacy Practices, and rules of confidentiality.
4. You have the right to review our Incident Management Policy located on our website and available in print upon request.
5. You have the right to have your information shared with another person, agency or organization ONLY when your written permission has been provided in the form of a current signed Individual Authorization (Consent for the Release of Information) and/or based on the informed consent as stated in our Notice of Privacy Practices.
6. You have the right to receive accurate and easy to understand information...and in another language or format, if needed (American Sign Language (ASL), Spanish, large print, etc.).
7. You have the right to have your request for services, at Independent Living, Inc., be addressed by a staff member within five (5) business days from receipt of the request.
8. You have the right to initiate a consumer grievance procedure if you feel any action, occurrence or attitude is unfair or inequitable in the delivery of services. Please refer to the Consumer Grievance Procedure and Form for specific information.

As a consumer of Independent Living, Inc., you also have certain responsibilities. They include:

1. You have the responsibility to treat Independent Living, Inc. staff in a courteous and friendly manner.
2. You have the responsibility to avoid the use of foul and obscene language.
3. You have the responsibility to keep and arrive on time for scheduled appointments.
4. You have the responsibility to inform Independent Living, Inc. ahead of time when you are unable to keep a scheduled appointment.
5. You have the responsibility to report wrongdoing or fraud to the appropriate authorities.
6. You have the responsibility to provide staff with accurate and honest information which is necessary to provide you with the services you are requesting.

\_\_\_\_\_ **consumer initials and date**



**Consumer Grievance Procedure**

In keeping with the Independent Living Center philosophy, which promotes consumer choice and direction, as well as human and civil rights, Independent Living, Inc. provides a formal Grievance Procedure for all consumers.

Independent Living, Inc.'s employees attempt to provide quality services and advocacy aimed at empowering the consumer.

However, if you are dissatisfied with your experience at Independent Living, Inc. you are entitled to use the following procedures:

The two avenues for resolving a consumer grievance are:

**Internal Review** – Consumer may contact appropriate staff by calling (845) 565-1162

1. The consumer may discuss the complaint with the service provider/employee. If the problem is not resolved to his/her satisfaction; then
2. The consumer should request from Independent Living staff, and complete, the consumer grievance complaint form and submit to the appropriate supervisor or Director. The employee's supervisor or Director will respond to the consumer within five (5) working days.
3. If the individual is not satisfied with the decision at the first level, he/she may present the complaint to the executive director (in writing) and expect response within five (5) days from the date it was presented to the executive director.
4. If the complainant is not satisfied with the decision of the executive director, he/she may submit a copy of the complaint to Independent Living, Inc. Board of Directors within thirty (30) days of receiving the Executive Directors' decision. Within forty-five (45) days the Board of Directors will have conducted a meeting, from which it has gathered enough information on which to base its decision. Once able to reach a majority decision, it will do so in writing to the complainant. This decision is final.
5. If the complainant is not satisfied with the decision of the Independent Living, Inc. Board of Directors and the program in question is under the purview of The NY State Office for People With Developmental Disabilities (NYS OPWDD), he/she may appeal the decision to Local Developmental Disabilities Services Office operated by NYS OPWDD. Please refer to our Due Process Policy and Procedures.

The consumer may initiate an External Review if desired:

**External Review** – Consumer may contact:

**New York State Client Assistance Program:**

CAP Coordinator  
99 Washington Avenue  
Albany, NY 12201  
Central Office at 1-800-624-4143 (voice/TTY, toll free)  
Phone: (518) 473-6301

**NYSED ACCES-VR FAST Unit**

89 Washington Ave. 5<sup>th</sup> Floor, EBA Room 560  
Albany, New York 12234  
Phone: (518) 474-2925 or  
1-800-222-5627 (voice/TTY)

**\*\*\*PLEASE SIGN AND RETURN ONE COPY WITH COMPLETED INTAKE FORM\*\*\***

As a consumer of Independent Living, Inc., I have been informed and I'm aware of ILI's HIPAA Notice of Privacy Practices and consent for ILI to use and disclose my information for treatment, payment and healthcare operations. I have also been given a copy of my Rights and Responsibilities, as well as the Consumer Grievance Procedure.

\_\_\_\_\_  
PRINTED CONSUMER NAME

\_\_\_\_\_  
CONSUMER SIGNATURE

\_\_\_\_\_  
DATE