

## **AIM Independent Living Center Consumers' Rights, Responsibilities and Grievance Procedures**

AIM's mission is to cultivate accessible communities by advocating for change, building partnerships and promoting individual choice. AIM works to support all choices, dreams, risks, and processes unconditionally, with no judgment of the person and with the highest level of confidentiality. This document is to ensure you are aware of your rights and responsibilities as you work with AIM to achieve your goals.

### **Consumer Rights**

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 HIPAA regulations, AIM's Notice of Privacy Practices, and New York State law governing HIV confidentiality.
4. 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.
5. You have the right to receive accurate and easy-to-understand information that can be provided in another language or format if needed (American Sign Language, Spanish, large print, etc.).
6. You have the right to have your request for services, at AIM Independent Living Center, addressed within five (5) business days from receipt of the request.
7. You have the right to initiate a 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 information.

### **Consumer Responsibilities**

1. You have the responsibility to treat staff in a courteous and friendly manner.
2. You have the responsibility to avoid the use of foul and/or obscene language.
3. You have the responsibility to keep scheduled appointments and arrive on time.
4. You have the responsibility to inform staff 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 that is necessary to provide you with the services you are requesting.

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**Consumer Grievance Procedure**

AIM attempts to provide quality services and advocacy. However, if you are unsatisfied with your experience you are entitled to use the following procedures:

The two avenues for resolving consumer grievance are:

**Internal Review** - You have the right to make a complaint verbally or in writing. If not satisfied with your services, you have the right to notify the following of your grievance or concern:

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 AIM staff, and complete, the consumer grievance complaint form and submit to the appropriate supervisor or Director of Program Operations. The employee's supervisor or Director of Independent Living 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 AIM's 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.

**External Review** – The consumer may initiate an external review if desired:

Rookmini Mangal ACCES-VR Independent Living Centers 89 Washington Avenue, Room 580 EBA Albany, NY 12234 518-486-3777 (800)-222-5627 (Voice/TTY, toll free)	Client Assistance Program (CAP) Disability Rights New York 725 Broadway Suite 450 Albany, NY 12207 518-432-7861 (voice) 800-993-8982 (toll free voice/TTY) 518-427-6561 (fax) (See brochure for additional CAP details)
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\*\*\*PLEASE SIGN AND RETURN ONE COPY WITH COMPLETED INTAKE FORM\*\*\*

I understand my rights, responsibilities and the grievance procedure available to me.

\_\_\_\_\_  
Printed Name (Consumer)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (Consumer)

\_\_\_\_\_  
Date