



Consumer Rights and Responsibilities

You, the consumer, have the right to expect that your involvement with the center and its services will be kept confidential. You will be in control of any exchange of information, as directed by HIPPA. **Per HIPAA, medical records cannot be copied and re-released.**

You have the right to make a complaint verbally or in writing. If not satisfied with the services received at AIM, you have the right to notify the following people of your grievance or concern:

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| (1) Your advocate _____ | can be reached at _____ |
| Name | Phone |
| (2) Erin Morseman
Manager of Independent Living Programs | (607) 962-8225, ext. 146
Email emorseman@aimcil.com |
| (3) René Snyder
Executive Director | (607) 962-8225, ext. 117
Email rene@aimcil.com |
| (4) AIM Board of Directors | (607) 962-8225 |

You may also contact:

Robert Gumson Manager of Independent Living Services ACCES-VR 89 Washington Ave. EBA RM 580 Albany, New York 12234 Robert.Gumson@nysed.gov (518) 474-2925 or (800) 222-5627 (voice/TTY)	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)
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- ❖ You, as an individual with a “significant disability,” will be encouraged to give your input on services you receive or wish to have the center provide through its programs.

I have read or had read to me this document and understand my rights and responsibilities.

Consumer Name / Signature: _____ Date: _____

Guardian/ Witness (If needed): _____

Staff: _____ Date copy given to consumer: _____