



Manhattan
841 Broadway
Suite 301
New York, NY 10003
212/674-2300 Tel
212/254-5953 Fax
646/350-2681 VP

Queens
80-02 Kew Gardens Rd
Suite 107
Kew Gardens, NY 11415
646/442-1520 Tel
347/561-4883 Fax
347/905-5088 VP

www.CIDNY.org

Center for Independence of the Disabled, NY

CIDNY CONSUMER RIGHTS AND RESPONSIBILITIES*

CIDNY'S MISSION

The Center for Independence of the Disabled in New York's (CIDNY) goal is to ensure full integration, independence and equal opportunity for all people with disabilities by removing barriers to the social, economic, cultural and civic life of the community.

Your Rights as a CIDNY Consumer

You have the right to receive services without regard to your disability, age, race, color, sexual orientation, religion, marital status, gender, national origin or sponsor.

You have the right to receive services in a manner that ensures you are not discriminated against.

You have the right to be treated in a way that recognizes, respects and responds to your cultural identity.

You have the right to receive services in the language that you sign, speak, read and/or write.

You have the right to request and receive reasonable accommodations.

Here are some examples of accommodations that may be provided if you ask for them:

- Our facility and all of our sponsored events are accessible to people with all disabilities, including mobility and sensory disabilities.
- Upon request, we provide sign language interpreters for Deaf consumers.
- We provide materials in alternate formats such as: Braille, large print, audio tape, or computer diskette.
- Staff or volunteers will read program and or service related materials to you if you need this accommodation and ask for it.
- We provide home visits upon request when necessary.
- Any information can be repeated and explained if you request it.

Confidentiality

We understand that information about you is personal. We are committed to protecting the privacy of your confidential information.

CIDNY must have your permission to disclose protected information, unless we are permitted to disclose that information under state or federal law.

You must be told of and agree to disclosure of protected information. You may revoke your authorization for disclosure at any time.

You have a right to refuse to allow us to disclose your protected information.

You have a right to see and copy your information.

Considerate and Respectful Treatment

You have the right to considerate and respectful treatment.

Services are skillfully, safely and humanely delivered with full respect for your dignity and personal integrity.

You have a right to access competent, caring staff in a timely manner.

Freedom from Harassment

You have the right to be free of unwelcome sexual advances and verbal or physical conduct of an offensive nature.

Information

You have the right to information necessary to make decisions about your life, presented in a way that is easy to understand.

You have the right to information about services, education and advocacy opportunities that you may participate in at CIDNY.

You have a right to know your rights and responsibilities.

Individualized Plan

You have the right to an individually designed plan of services based on your needs, which you participate in developing and/or revising and that includes goals that you agree to work towards.

You may also work with CIDNY without a plan in place.

Complaints and Appeals

You have the right to object to or disagree with a proposed plan of action to address your concerns.

You have a right to object to the manner in which services are provided.

Consumers are encouraged to address these issue directly with the staff member with whom they are working. Consumers may also ask to speak with the staff member's supervisor.

If, however, you still feel that your complaint has not been resolved, you may contact CIDNY's Executive Director in writing. Upon receiving a written complaint or grievance, the Executive Director will investigate the complaint and provide a written response within 30 days.

If you feel that the issue is still unresolved, it may be brought to the attention of CIDNY's Board President in writing.

You have the right to a timely investigation of your complaint without fear of reprisal.

You may also contact the following offices about your complaint:

New York State Education Department

ACCES

89 Washington Avenue

EBA 5th Floor

Albany, NY 12234

Attention: Independent Living

(518) 474-2925

Voice, TTY, Toll Tree: (800) 222-5627 (Voice/TTY, toll free)

Disability Rights New York

5 Clinton Square, 3rd Floor

Albany, NY 12207

(518) 432-7861 (voice)

(518) 512-3448 (TTY)

(800) 993-8982 (toll-free voice/TTY)

(518) 427-6561 (fax)

YOUR RESPONSIBILITIES AS A CIDNY CONSUMER

Consumers are expected to treat staff, volunteers and other consumers with courtesy and respect. You are responsible for following the rules of conduct.

Helping Us Help You

You are responsible for

- Providing full information necessary to ensure that services are appropriate.
- Providing necessary documents to ensure the ability of CIDNY to help you with agreed upon applications for benefits and other services.
- Informing CIDNY that you understand a proposed plan of action.
- Your actions. You may reject a proposed plan developed with a CIDNY staff member and you must inform the CIDNY staff member of your decision. You and your CIDNY counselor will then discuss the reasons for your rejecting the plan and the next steps you and CIDNY can take.
- Making and keeping your appointments or advising CIDNY in advance if you are unable to attend scheduled appointments.

Appropriate Office Etiquette

You are expected to adhere to CIDNY's office etiquette, specifically as it relates to:

- Ensuring that all cellular telephones or electronic equipment that emit ringing or beeping noises are turned off or set to vibrate.
- Ensuring compliance to CIDNY's policy of maintaining a fragrance-free environment, by not wearing any fragrances or perfumes when coming onto CIDNY's premises.
- Not using verbally threatening or abusive language and behavior.
- Maintaining a drug-free, smoke-free and violence-free environment.
- Disposing of medical waste (such as insulin needles) in the containers provided.
- Being respectful of other people's property and of CIDNY property.

Withdrawal of Services

CIDNY may cease contact with consumers and inform them that they are not welcome at CIDNY offices and events when the consumer engages in conduct or behavior that impairs CIDNY's ability to provide services to that consumer or to other individuals.

CIDNY may not cease contact with a consumer because of the consumer's disability.

Before taking this step, CIDNY must document that it has made reasonable efforts to address the behavior or resolve the problem presented by the consumer. CIDNY must

make an effort to identify for the consumer, verbally and in writing, those actions by the consumer that have interfered with CIDNY's ability to provide services and to explain what conduct is acceptable.

CIDNY must provide the consumer with notice of its intent to cease contact.

CIDNY must inform a consumer of their right to appeal the decision.

Page 6/

Re: Consumer Rights and Responsibilities

CONSUMER SIGNATURE PAGE

I have read and understand CIDNY's Consumer Rights and Responsibilities statement.

Consumer Signature

Date

CONSUMER GOALS

So that CIDNY and you can work together as a team, list in detail the goals you are seeking to achieve.

Immediate Goals

Long-Term Goals

Important factors to consider in planning goals

Consumer Signature

Date

CIDNY Staff Signature

Date

I choose not to complete the Consumer Goals form.

Sign Here:
