

INDEPENDENT LIVING OF THE GENESEE REGION (ILGR) **CONSUMER RIGHTS**

Confidentiality

Every consumer and/or legal guardian of the consumer has the right to see their own Consumer Service Record (CSR). A consumer and/or legal guardian of the consumer can authorize the use of information in their file. This authorization must be granted in writing. Access to a CSR shall be given to the Chief Executive Officer, Chief Operations Officer, ILGR Director, Chief Human Resource and Compliance Officer, Direct Service Provider, and the Executive Committee of the ILGR Council. HIPAA requirements cover many of the services that ILGR provides. To ensure Agency compliance with HIPAA regulations, in a specific written request, the consumer and/or legal guardian of the consumer will identify what information can be released and to whom, i.e. general and/or HIV related information. **No information** will be released without written permission of the consumer and/or legal guardian of the consumer.

Consumers and/or legal guardian of the consumer will be given a formalized appeal process in writing to remedy any unsatisfactory situations.

ILGR CSR's on consumers are subject to review by appropriate funding sources and can be subpoenaed by the courts. The law does not protect the rules of confidentiality when injury to self or others is at stake. A CSR is maintained and is subject to quality review by the Corporate Compliance Department, the Executive Committee of the ILGR Governing Council, consumer, and/or legal guardian of the consumer.

Consumer Appeal Process

It is our policy to provide effective and acceptable means for consumers and/or legal guardian of the consumer to bring problems and complaints concerning their receipt of services to the appropriate persons. Consumers and/or legal guardian of the consumer are encouraged to settle grievances informally through discussion with their Service Provider and/or using the resources of the ILGR Director and the Chief Operations Officer. At all times during this process the consumer and/or legal guardian of the consumer have access to their CSR. If this does not remedy the situation, any Consumer and/or legal guardian of the consumer may bring up a grievance in the following manner:

Step I – Promptly submit a written statement of the grievance to the ILGR Director, including notes of any informal meeting and discussions. The ILGR Director has the responsibility of responding to the grievance within 5 business days. If necessary, a meeting will be set up to take place no later than 3 business days from the time the grievance was first submitted to the ILGR Director. The ILGR Director will render a decision. Written record shall be kept of this grievance and resolution and placed in the CSR.

If the ILGR Director fails to respond to the grievance or the Consumer and/or legal guardian of the consumer feels the decision is not acceptable or if a solution has been reached but is not adhered to, they may proceed to Step II. If the grievance is with the ILGR Director, the process will start with Step II.

Step II - Promptly submit a written statement of the grievance to the Chief Operations Officer, including notes of any informal meeting and discussions. The Chief Operations Officer has the responsibility of responding to the grievance within 5 business days. If necessary, a meeting will be set up to take place no later than 3 business days from the time the grievance was first submitted to the Chief Operations Officer. The Chief Operations Officer will render a decision. Written record shall be kept of this grievance and resolution and placed in the CSR.

If the Chief Operations Officer fails to respond to the grievance or the Consumer and/or legal guardian of the consumer feels the decision is not acceptable or if a solution has been reached but is not adhered to, he/she may proceed to Step III. If the grievance is with the Chief Operations Officer, submit a written statement of the grievance to the Chief Executive Officer.

Step III - Submit a written statement of the grievance to the Executive Committee of the ILGR Council, including notes of any meetings or discussions. This should be done promptly. The Executive Committee has the responsibility of responding to the grievance within 10 business days. If necessary, a meeting will be set up to take place no later than 8 business days from the time the grievance was first submitted to the Executive Committee. The Executive Committee will render a decision. Written record shall be kept of this grievance and resolution and placed in the CSR.

In all cases, the decision of the Executive Committee shall be binding. If the Executive Committee fails to respond to the grievance or

the Consumer and/or legal guardian of the consumer feels the decision is not acceptable, or if solution has been reached but is not adhered to, they may contact:

- NYS Adult Career and Continuing Education Services (ACCES-VR), 1 Commerce Plaza, Room 1607, 99 Washington Ave., Albany, NY 12234 at (800) 222-5627 (voice) or TTY: 7-1-1 for the NYS Relay and give the operator (800) 222-5627 (voice).
- If receiving services through Developmental Disabilities Regional Office (DDRO) Region 1, please contact Quality Assurance at (716) 674-6300; or the Commissioner of New York State Office of Persons With Developmental Disabilities at (518) 473-1997 (voice) or TTY: 7-1-1 for the NYS Relay and give the operator (518) 473-1997.
- You have the right to contact the Client Assistance Program, which is a resource designed to assist those who are applying for or receiving services from federally funded Independent Living Centers (ILCs). CAP also serves applicants and clients of ACCES-VR and the NYS Commission for the Blind. Contacting CAP for service is not a formal part of any ILC grievance process. CAP is exclusively operated by Disability Rights New York (DRNY). If you have questions, concerns or are experiencing disputes regarding this ILC, please feel free to contact DRNY for assistance: Disability Rights New York, 725 Broadway, Suite 450, Albany, NY 12207 (Main) 518-432-7861 (Toll-Free) 800-993-8982 (TTY) 518-512-3448 (Email) mail@DRNY.org

Additionally, ILGR has a compliance program to ensure that the Agency is compliant with all applicable laws and regulations and that all reasonable steps are taken to combat fraud, waste or abuse in all its programs. Suspicion of fraud, waste or abuse in any of the programs overseen by ILGR should be reported to: Tina Brown, Chief Human Resource and Compliance Officer, 3108 Main Street, Buffalo, NY 14214, tbrown@wnyil.org, Local (585) 815-8501, ext. 102, or Toll-free Compliance Hotline 1-866-576-8042.


ILGR is a member of the Western New York Independent Living, Inc. Family of Agencies.

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By signing this form, I am confirming that as a Consumer of ILGR, I have been fully notified of the following:

- My rights and responsibilities as a Consumer.
- My right to confidentiality.
- The internal procedure and process of filing a grievance with our Agency.
- Who to contact if I am dissatisfied with the resolution of my complaint.

Relationship: Consumer Parent
 Guardian Designated Representative

 Print Consumer Name: _____SSN (Last 4) _ _ _ _

Print Name if Parent/Guardian/Designated Representative:

 Signature: _____ Date _____
