

Rights and Responsibilities of Consumers

2. You should decide the problems you need to work on, what needs you have, and what you want from the center. If you do not understand what a staff member is suggesting, ask to have it explained more clearly. Services are flexible: decisions about how to proceed are your responsibility. Let our staff know if you want to stop getting services or change the assistance you are receiving.

3. The center may not be able to work on all of your problems or needs. Staff will discuss other options and make referrals available to you.

4.v You should be courteous to staff. Physical or verbal abuse of staff will not be tolerated and will lead to termination of services.

Your comments, ideas and thoughts about the center's services are important to us. Speak to a staff member or submit ideas for programs in writing.

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

Name: _____ Date: _____

Signature: _____

Staff initial: _____

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215 Fifth Street
Ithaca, NY 14850

Hours: Monday-Friday 9p.m.-5p.m.

Phone: (607) 272-2433 (V/TTY)

Fax: (607) 272-0902

Email: FLIC2clarityconnect.com

Web Page: fliconline.org

Rights of Consumers

We believe that people who use our services have the capacity to make their own choices about how to design and solve problems. Our consumers have the right to change their minds, make mistakes, achieve goals, stop services and request assistance. The center's staff is available to provide support, information, ideas, and expertise to help in the decision making process: in the end the power to make decisions is yours.

Specifically

1. You have the right to be treated in a friendly, courteous, and professional manner by staff members.
2. You can expect that our staff members will be attentive to your concerns.
3. You can expect that our staff members have the knowledge to meet your needs.
4. You have the right to expect that your involvement with the center, and the use of its services will be kept confidential.
5. You have the right to view your Consumer Service Record upon verbal request, during the center's business hours, Monday- Friday from 9a.m.-5p.m.

6. If you have a complaint about services provided by The Finger Lakes Independence Center, you can make a complaint informally (verbally) or informally (in writing). You will receive a copy of the Consumer Complaint Process brochure which describes the complaint process. Additionally, you may always communicate with Office of Adult Career and Continuing Education Services (ACCES), about your services at this center. This may be done by contacting:

Bob Gumson, Office Person
New York State Education Department
ACCES--Centers Administration Unit
1 Commerce Plaza
Albany, NY 12234

Phone: (518) 474-2925

You may use the FLIC complaint process and the ACCES complaint Process at the same time.

Responsibilities of Consumers

You are expected to take the lead in deciding what your problems and needs are and what services you need

Specifically

1. You are expected to come to appointments and attend groups of which you are a member. You should let the center know if you cannot come to scheduled appointments with the center's staff.