



RESOURCE CENTER FOR ACCESSIBLE LIVING, INC.

Your Independence is Our Mission

727 Ulster Avenue
Kingston, NY 12401

TTY (845) 331-4527
FAX (845) 331-2076
Main (845)331-0541

Dear Consumer:

While you are participating in services offered by the Resource Center for Accessible Living, Inc. (**RCAL**), you have certain rights regarding information relevant to your situation. Your rights include the expectation of confidentiality, use of appropriate releases, and access to your file.

Confidentiality - It is the policy of **RCAL** that any information about anyone applying for services, or admitted and receiving services, is to be held in confidence (i.e., **RCAL** staff/interns/trainees will not discuss any information about or with anyone outside of **RCAL**). The only exception is the Executive Director or assignee sharing information when there is a good faith belief that there is an extreme safety issue (example: possible harm to yourself or others).

Release of Information - Any information obtained or to be disclosed is to be done with the understanding that the information will be confidential, and is to be maintained exclusively for the purpose of planning and provision of services. Permission to obtain or release information must be in writing. The release is ongoing for one year, unless termination is requested by you in writing.

Access to Files - You have a right to look at your file. **RCAL** requests you make an appointment to look at your file at least 48 hours in advance. You may add to or delete information from your record. Due to regulations and legal responsibilities, **RCAL** may only produce records originally generated by **RCAL**. Your advocate may assist you in obtaining original information from other sources if requested. However, original records from another source that **you** provided to **RCAL** would be available to you when you access your file. These original records would have been marked as originals upon receipt at **RCAL**.

You will be asked to sign this letter acknowledging the provision of information about your rights. If you have any questions, please contact your advocate. If you have concerns about any services at **RCAL**, please call me at (845) 331-0541. If you still believe there is an unresolved issue, you may contact ACCES-VR (oversight agency) at Independent Living Services, Robert Gumson, United Manager, One Commerce Plaza, Room 1605, Albany, NY 12234 or by calling 1-800-222-5627 or **RCAL's** Board of Directors at 845-331-0541.

Thank you for using **RCAL** services.
Sincerely,

Susan J. Hoger, Executive Director

Consumer Signature

Date

Print Consumer Name

Staff Signature

Member Agency, United Way of Ulster County