



Independence, Inc. Statement of Consumer Rights and Responsibilities

Your Rights

As a consumer of Independence, Inc., you have a right to:

- *Choose your own goals and timetables for their completion*
- *Change your mind about types and duration of services*
- *Be treated with dignity and respect*
- *Privacy and confidentiality**
- *Live as you choose in your own home without judgment or interference*
- *Make your own decisions and choose from the available options*
- *Bring an advocate to all meetings*
- *Copies of the contents of your consumer file*
- *Receive any accommodations that will enable you to receive services or participate in programs offered by Independence, Inc.*
- *Initiate a grievance procedure regarding staff or services at Independence, Inc.*

Your Responsibilities

As a consumer of Independence, Inc., you are responsible for:

- *Meeting your scheduled appointments and class times*
- *Letting us know if you need to reschedule an appointment*
- *Treating others at the center with respect*
- *Letting us know what your goals are*
- *Doing your part to complete your goals*
- *Request accommodations to a staff member at least one week in advance. For example, when requesting a sign language interpreter, assistive listening device; or print handout material in Braille, large print, or an audio format.*

** A complete explanation of privacy and confidentiality appears in the “Independence, Inc. Notice of Privacy Practices based on the Health Insurance Portability and Accountability Act of 1996 (HIPAA)” given to consumers during the intake process. A copy of this Notice is available upon request and on the Independence, Inc. website in the Resources - Consumer Information section. www.independenceinc.org*

INDEPENDENCE, INC.

2001 Haskell Avenue, Lawrence, KS 66046
785-841-0333 www.independenceinc.org



Independence, Inc. Grievance Policy and Procedure

In accordance with the Independence, Inc. Statement of Consumer Rights and Responsibilities, people with disabilities, parents of minors, guardians, and community service providers have the right to initiate a grievance regarding staff or service at Independence, Inc. In order to solve problems as efficiently as possible, please follow the steps listed below:

1. Attempt to resolve the grievance with the employee.
2. If the grievance is not resolved with the employee, go to the employee's immediate supervisor.
3. If it is not resolved with the supervisor, put your complaint in writing and send it to the Executive Director of Independence, Inc.
4. If the above actions have been taken and there is still no resolution to the problem, you may then request that the grievance be forwarded to the Independence, Inc. Board of Directors. The Board will review and respond to your grievance.

Note: The Client Assistance Program at the Disability Rights Center of Kansas has advocates available to assist you during any phase of the grievance procedure.

Disability Rights Center of Kansas (DRC)
214 SW 6th Avenue, Ste 100
Topeka, Kansas 66603
Voice: 785-273-9661
Toll free Voice: 1-877-776-1541
Toll free TDD: 1-877-335-3725
Fax: 785-273-9414
Website: www.drckansas.org

Independence, Inc. employees are also available to explain the procedure and help with the process.

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