



STATEMENT OF TENANTS' RIGHTS

As a tenant of Barrier Free Living Apartments (BFLA) you have certain basic rights. These rights include:

1. **The right to considerate and respectful care:** You have the right to be treated in a dignified and respectful manner by employees, interns, and consultants of BFLA, regardless of your physical or emotional condition.
2. **The right to information:** You have the right to be informed of the services the agency provides, of the method by which you may obtain these services and the reasons why any services are not provided. You also have the right to be informed of any changes in services or other conditions that might also have an effect on the services that you receive.
3. **The right to reasonable responsiveness:** You have the right to a response to requests for services or information from BFLA in a reasonable time and manner.
4. **The right to nondiscrimination:** You have the right to quality services without regard for race, religion, sex, ethnicity or national origin, economic status, sexual orientation, gender expression or sexual preference.
5. **The right to refusal or termination of services:** You have the right to refuse to participate in any of the programs provided by BFLA or to terminate your participation without recrimination. Where participation in a program or receipt of a service is condition for other services you want or are currently receiving, you have a right to be advised on the consequences of any act of refusal or request for termination before those consequences take effect.
6. **The right to confidentiality:** You have the right to expect that BFLA and its employees, interns, and consultants will maintain the confidentiality of all information pertaining to you and the services you receive, except as otherwise provided by law. Any disclosure of information outside BFLA, with the exception of statistical information that does not disclose your identity, requires the written consent of you or your designee.
7. **The right to privacy:** You have the right to privacy in your home and in your personal life, including the right not to be the subject of casual conversation or gossip among staff, interns, and consultants. The right of privacy includes the right to advance notice before a home visit, except in an emergency. This right does not preclude apartment entry in the case of an emergency or discrete conversation among staff exclusively for the purpose of the delivery or the improvement of services on your behalf.



8. The right to voice grievances and recommend changes in policies to the facility's staff and the governing authority.
9. The right to have grievances heard: You have the right to a fair hearing of all complaints concerning your dealings with BFLA and its staff, including the right to know and use the established grievance process. If you believe your grievance cannot be fairly heard at BFLA, you have the right to obtain legal or other counsel outside the agency including contacting 311.
10. The right to have repairs from Foxy Management: Repairs must be called in during normal business hours (8:30AM - 5:00PM) to Foxy Management: 718-993-6737. In the event of an emergency after 5:00 PM, holidays, and weekends or when the office is closed, you can contact the building Superintendent directly. If your building has a security desk, repairs should be reported to the security officer during normal business hours. Emergencies must always be reported immediately.
11. You have the right to express complaints about care and services provided, and to have the program investigate such complaints. The program is responsible for providing the tenant or their designee with a written response indicating the findings of the investigation.
12. The right to have access to your records: You have the right to review your chart pertaining to you. This does not include any video footage. Any review must take place at a time mutually agreeable to you and the appropriate program staff.
13. The right to informed research participation: You have the right to be fully informed about any research studies for which BFLA solicits your participation. You also have the right to refuse to participate in any research studies without recrimination.



TENANT GRIEVANCE PROCEDURE

As a matter of policy, every tenant at BFLA has the right to be treated fairly when he/she comes for services. If a tenant believes that this right has been violated, s/he has the right to make a formal complaint in person or in writing. A formal complaint that a tenant has not been treated fairly is a “grievance.”

Tenants have the right to make a complaint without fear of any harmful reaction from staff at BFLA.

Filing a grievance is a serious matter. Before filing a grievance, a tenant should try to work out the problem with the person involved, and speak to a social worker and/or the director of social services, if it is possible.

How to Write a Grievance

Tenant will be instructed to write a brief statement explaining what the problem is and what they think should be done. If the tenant needs assistance, the tenant will be instructed to see their social worker or the director of social services. The tenant will be instructed to sign the grievance statement. If someone else writes the grievance, the tenant has the right to have the statement read before signing.

Confidentiality

As with all tenant information, the grievance is to be held in strictest confidence by the person who assists and by other persons who participate in the process.

PROCEDURE:

STEP 1

The written grievance statement is to be filled with the tenant’s social worker and/or the director of social services. Copies are to be given to the supervisor of the staff person(s) involved in the complaints, the grievant and the staff person(s) complained about.

STEP 2

Within 5 business days, the supervisor shall investigate the matter, speak with all persons involved and attempt to resolve the dispute. If it is resolved, a brief statement describing how it was resolved should be drawn up, signed by the grievant, the person(s) subject to the complaint, the supervisor, and filed with the agency’s Chief Program Officer (CPO) and the Chief Operating Officer (COO).

If the dispute is not resolved, the supervisor shall draft a brief statement of her/his position and give copies to the grievant and the program director.



STEP 3

The program director shall schedule a hearing within 5 days before a neutral mediator, to be attended by the supervisor, the person(s) subject to the complaint, the grievant and all other persons concerned. The grievant may request to be accompanied by a representative at the hearing. If the matter is resolved, a settlement statement is to be drawn up, signed by all concerned, and filed with the agency's CPO and COO.

STEP 4

If the matter is not resolved, the written grievance and the supervisors' reply shall be forwarded to the CEO of BFLA, who will make a final decision within 5 days and summarize it in writing. Copies will be sent to all concerned, i.e., the grievant, the staff person(s) subject to the complaint and the supervisor.

STEP 5

If you believe your grievance cannot be fairly heard at BFLA, you have the right to meet with a board member of BFLA and/or a referral for legal or other counsel outside the agency.

STEP 6

If you believe your grievance cannot be fairly heard at BFLA, you have the right to a referral for legal or other counsel outside the agency including contacting 311.

NOTE: All complaints will be filed by staff in a folder and kept by the Program Director. A tracking system will be in place to monitor and track all grievances.