AspireHope NY, Inc. is a peer governed organization focused on the needs of individuals with emotional, behavioral, substance abuse, mental, and/or developmental challenges. The Mission of AspireHope NY, Inc. is: To engage individuals, families and communities in improving their own mental and physical health through services led and supported by peers who have been through relevant experiences.

AspireHope NY Inc. envisions an extended community of peers empowered to interact with various community agencies in a manner that cultivates solutions and eliminates barriers to service for individuals with emotional, behavioral, mental, substance- abuse and/or developmental challenges. The extended community is an environment where all voices are valued and the focus is on an individual’s strengths and needs, and where current information and adequate resources are available to support and empower individuals.

AspireHope NY Inc. strives to improve the lives of the individuals we serve through the provision of quality supports and services which are individualized, non-punitive, non-judgmental, and person centered. In keeping with AspireHope NY’s Inc. philosophy, all program participants are entitled to and protected by the following basic rights.

1. The right to receive supports and services which are person centered and meet the unique needs of the individual receiving services.

2. The right to receive services which are inclusionary and non-restrictive. Such services are intended to support participants in building and strengthening relationships between individual members, friends, neighbors and the community and integrate participants into existing community activities accessible regardless of disability.

3. The right to exercise independence in choices which do not compromise the individual’s health and safety and to have those choices respected by the program staff.

4. The right to be treated with dignity and respect.
5. The right to trained, professional staff familiar with the individual’s service plan and able to support the individual to meet the objectives outlined within the valued outcomes of the service plan as appropriate to the supports and services being administered.

6. The right to voice opinions and concerns and to have those opinions and concerns respected and investigated without fear of reprisal or threat of loss of supports or services.

7. The right to choose which staff will provide supports and services and to have that choice valued and honored as far is possible within the workings of the agency.

8. The right to choose or to refuse to participate in all or some aspects of activities.

9. The right to supports and services provided in a safe and sanitary environment.

10. The right to protection from abuse which includes mental, physical, emotional, sexual abuse and neglect or maltreatment by program staff or others.

11. The right to protection from exploitation. Staff will not take or use photographs, written statements or other identifiable materials without the express written consent of the individual and/or the parent or guardian, for either personal or commercial use.

12. The right to receive information regarding participation in services, the responsibilities of the services provider (AHNY Inc.), and the program participant, individuals and their parent/caregiver. This information will be delivered to participants in understandable language, delivered in a manner allowing the participant to ask questions, which constitutes informed consent. (OPWDD program- eligible individuals or their caretakers are asked to sign a copy of these rights annually and placed in the participant’s file.)

13. The right to protected personal, identifiable information, medical history, program participation and any information gathered by the staff in order to deliver quality services.

14. Confidential information shared by participants with program staff during any AHNYS services will be respected as much as possible, with the exception of issues regarding health and safety. Staff will report to the appropriate oversight agencies any criminal activity, abuse, suspected or volunteered, suicidal ideations and expressed intent to harm others, as is required by law.

15. The right to receive services which are unconditional and non-punitive. Supports and services cannot be withdrawn as a result of disciplinary action by the staff. If challenging behavior prohibits an activity due to potential safety risks, the service may be rescheduled.

16. The right for services to be rescheduled when cancelled due to unforeseen circumstances.
17. The right to review individual files, notes, reports, plans, etc. Participants seeking this access submit a written request to the AHNY, Inc. Executive Director clearly stating the information desired. The Executive Director will review and make arrangements for review within 10 business days of receipt of the written request.

Along with these rights, each participant has a set of responsibilities to themselves, the program and to their peers.

- Participate in AHNY Inc. services to the fullest extent of their abilities, strive for empowerment, and help their children reach their full potential.
- Advocate for themselves and their children and participate in the development of services within the AHNY Inc. organization and the community at large.
- Refrain from activities or statements during any AHNY Inc. sponsored activities or groups which might offend or alienate other members of the AHNY Inc. community.
- Maintain a respectful attitude towards program participants.
- Maintain the confidentiality of program participants.
- Voice questions or concerns regarding AHNY Inc. services including concerns regarding mistreatment by staff or others.
- Communicate with staff when the service rescheduling is needed. When possible, contact staff at least 24 hours before cancelling participation to allow staff to adjust their schedules.
- Arrive home at the scheduled time ready to provide care for your child.
- Work with staff to develop problem solving skills and maximize enjoyment of activities.
- Communicate with staff regarding favorite activities or special events of interest before or at the time activities are scheduled to allow staff to make necessary arrangements.

At any time if you have a complaint or concern with AHNY Inc. staff or services the following steps should be utilized:

1. Discuss concerns with the direct service provider. If the grievance is with the direct service provider and you are not comfortable discussing the situation with them, contact their immediate supervisor. Contact Information for Supervisors is obtained from the Bath Business office 1-800-934-4244.

2. Concerns can also be addressed anonymously by submitting a Quality Assurance Form found at www.AspireHope.org or from the Business office. This form will be reviewed by the Executive Director and the Grievance Committee of the AHNY Board of Directors. The Grievance Committee will review the written concern within 10 working days and determine a course of action. The participants will be notified that their concern was reviewed and a decision made. Dependent upon the nature of the concern, participants may or may not receive the outcome of the determination.