

YOUR CIVIL, LEGAL AND HUMAN RIGHTS

All people receiving services from Via of the Lehigh Valley, Inc. have the same legal, civil, and human rights as every other citizen of the United States.

Your civil, legal and human rights include the following:

- May not be discriminated against because of ethnicity, color, religious affiliation, disability, ancestry, national origin, age, gender or sexual orientation.
- May not be discriminated against in the provision of services, admissions, placement, referrals and communication with non-English speaking and nonverbal individuals.
- May not be discriminated against due to the need for physical accommodations.
- Must be informed of their civil and legal rights and have the opportunity to lodge civil rights complaints.
- May not be subjected to abuse neglect or exploitation.
- May not be required to participate in research projects.
- Has the right to manage personal financial affairs.
- Has the right to participate in service planning that affects the individual.
- Has the right to privacy in bathrooms and during personal care.
- Has the right to receive, purchase and use personal property.
- Has the right to receive scheduled and unscheduled visitors, communicate, associate and meet privately with family and persons of the individual's own choice.
- Has the right to reasonable access to a telephone and the opportunity to receive and make private calls, with assistance when necessary.
- Has the right to unrestricted mailing privileges.
- Shall be informed of the right to vote and shall be assisted to register and vote in elections.
- Has the right to practice the religion or faith of the individual's choice.
- Has the right to be treated with dignity and respect.
- Has the right to make choices and accept risks.
- Has the right to refuse to participate in activities and services.
- Has the right to control one's schedule and activities.
- Has the right to choose a willing and qualified provider.
- Has the right to choose where, when, and how to receive needed services.
- Has the right to voice concerns about the services being received.
- Has the right to assistive devices and services to enable communication at all times.
- Has the right to participate in the development and implementation of the Individual Plan/Individual Support Plan.
- Has the right to access the individuals record or designate someone to do so.

General Complaints:

All Via employees have the responsibility to help you with any complaints you have. You should first try to talk to your Via Coordinator or Supervisor. If you do not feel that these employees have helped you or you are hesitant to share your complaints with these employees, you can contact the following people at Via of the Lehigh Valley, 336. W. Spruce Street in Bethlehem, PA 18018. Telephone: 610-317-8000.

- Denise Pioli, Vice President of Services
- Lisa Walkiewicz, President/Chief Executive Officer

You may receive a copy of Via's Complaint Policy and Procedure and if you do not agree with Via's response, you may file a complaint by contacting either employees listed above. You may also contact your Supports Coordinator for assistance or:

PA Human Relations Commission
Harrisburg Regional Office
333 Market Street, 8th Floor
Harrisburg, PA 17101

Department of Human Services
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

U.S. Department of Health and Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106-9111

American with Disabilities Act (ADA) Complaints:

If you believe that you have been subjected to unequal treatment or discrimination prohibited by the ADA, you may file a written complaint. Contact Human Resources, Via of the Lehigh Valley, 336. W. Spruce Street in Bethlehem, PA 18018. Telephone: 610-317-8000.

- Jill Pittenger, Vice President of Human Resources

A complaint may also be filed by sending an email to ADA.complaint@usdoj.gov. For questions about filing an ADA complaint, call: ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY). A formal complaint must be filed within 180 days of the alleged occurrence or when the alleged discrimination became known to the complainant.