

## 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:

- a) An individual may not be deprived of rights as provided under subsections (b)—(q).
- b) The facility shall educate, assist and provide the accommodation necessary for the individual to understand the individual's rights.
- c) An individual may not be reprimanded, punished or retaliated against for exercising the individual's rights.
- d) A court's written order that restricts an individual's rights shall be followed.
- e) A court-appointed legal guardian may exercise rights and make decisions on behalf of an individual in accordance with the conditions of guardianship as specified in the court order.
- f) An individual who has a court-appointed legal guardian, or who has a court order restricting the individual's rights, shall be involved in decision-making in accordance with the court order.
- g) An individual has the right to designate persons to assist in decision-making and exercising rights on behalf of the individual.
- h) An individual may not be discriminated against because of race, color, creed, disability, religious affiliation, ancestry, gender, gender identity, sexual orientation, national origin or age.
  - An individual may not be discriminated against in the provision of services, admissions, placement, referrals and communication with non-English speaking and non-verbal individuals
  - An individual may not be discriminated against due to the need for physical accommodations.
- i) An individual has the right to civil and legal rights afforded by law, including the right to vote, speak freely, practice the religion of the individual's choice and practice no religion.
  - An individual must be informed of their civil and legal rights and have the opportunity to lodge civil rights complaints.
  - An individual shall be informed of the right to vote and shall be assisted to register and vote in elections.
  - An individual has the right to practice the religion or faith of the individual's choice.
  - An individual has the right to assistive devices and services to enable communication at all times.
- j) An individual may not be abused, neglected, mistreated, exploited, abandoned or subjected to corporal punishment.
- k) An individual shall be treated with dignity and respect.
  - An individual has the right to unrestricted mailing privileges.
- l) An individual has the right to make choices and accept risks.
- m) An individual has the right to refuse to participate in activities and services.
  - An individual has the right to control one's schedule and activities.
  - An individual may not be required to participate in research projects.
- n) An individual has the right to privacy of person and possessions.
  - An individual has the right to privacy in bathrooms and during personal care.
  - An individual has the right to receive scheduled and unscheduled visitors, communicate, associate and meet privately with family and persons of the individual's own choice.
  - An individual has the right to reasonable access to a telephone and the opportunity to receive and make private calls, with assistance when necessary.

- o) An individual has the right of access to and security of the individual's possessions.
  - An individual has the right to manage personal financial affairs.
  - An individual has the right to receive, purchase and use personal property.
- p) An individual has the right to voice concerns about the services the individual receives.
- q) An individual has the right to participate in the development and implementation of the individual plan.
  - An individual has the right to participate in service planning that affects the individual.
  - An individual has the right to choose a willing and qualified provider.
  - An individual has the right to choose where, when, and how to receive needed services.
  - An individual has the right to access the individuals' record or designate someone to do so.
- r) An individual's rights shall be exercised so that another individual's rights are not violated.
- s) Via shall assist the affected individuals to negotiate choices in accordance with the facility's procedures for the individuals to resolve differences and make choices.
- t) An individual's rights may only be modified in accordance with the individual plan to the extent necessary to mitigate a significant health and safety risk to the individual or others.
- u) Via shall inform and explain individual rights and the process to report a rights violation to the individual, and persons designated by the individual, upon admission to the facility and annually thereafter.
- v) Via shall keep a copy of the statement signed by the individual or the individual's court-appointed legal guardian, acknowledging receipt of the information on individual rights.

#### **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 of the employees listed above. You may also contact your Supports Coordinator for assistance or:

PA Human Relations Commission  
Harrisburg Regional Office  
333 Market Street, 8<sup>th</sup> Floor  
Harrisburg, PA 17101

Department of Human Services  
Bureau of Equal Opportunity  
Room 225, Health & Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17120

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.

- Jenna Trach, Human Resources Director

A complaint may also be filed by sending an email to [ADA.complaint@usdoj.gov](mailto: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.

## AMERICANS WITH DISABILITIES ACT (ADA) COMPLAINT FORM

Use this form to initiate an informal complaint procedure to investigate and resolve complaints alleging that Via of the Lehigh Valley, Inc. ("Via") has not complied with ADA.

Complainant's Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Phone: \_\_\_\_\_ TTY: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### ALLEGED VIOLATIONS

Describe how Via has not complied with ADA in sufficient detail to make your complaint clear (attach additional pages if necessary):

**REQUESTED ACTION(S)**

What actions do you request Via take to correct the alleged ADA non-compliance or discrimination?

Signature of (check one):      ☐ Complainant      ☐ Authorized Representative

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

THIS NOTICE AND RELATED MATERIALS ARE AVAILABLE IN ALTERNATE FORMAT.

**EMAIL OR MAIL THIS COMPLETED FORM TO THE VICE PRESIDENT OF SERVICES.**

Email: [D.Pioli@ViaNet.org](mailto:D.Pioli@ViaNet.org)

Mail: Denise Pioli, Vice President of Services  
Via of the Lehigh Valley, Inc.  
336. W. Spruce Street  
Bethlehem, PA 18018

## TITLE VI: DISCRIMINATION COMPLAINT FORM

### SECTION I

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Accessibly Format Requirements? ☐ Large Print ☐ Audio Tape ☐ TDD ☐ Other: \_\_\_\_\_

### SECTION II

Are you filing this complaint on your own behalf? ☐ Yes\* ☐ No

\*If you answered "yes" to this question, go to Section III.

If not, supply the name and relationship of the person for whom you are complaining:

\_\_\_\_\_  
Explain why you have filed for a third party:

\_\_\_\_\_  
Confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

☐ Yes ☐ No

### SECTION III

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin

Date of Alleged Discrimination: \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, use the back of this form.

#### SECTION IV

Have you previously filed a Title VI complaint with this agency? ☐ Yes ☐ No

#### SECTION V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes\* ☐ No

\*If yes, check all that apply:

- ☐ Federal Agency: \_\_\_\_\_
- ☐ Federal Court: \_\_\_\_\_
- ☐ State Agency: \_\_\_\_\_
- ☐ State Court: \_\_\_\_\_
- ☐ Local Agency: \_\_\_\_\_

Provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_ Phone: \_\_\_\_\_

#### SECTION VI

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

**EMAIL OR MAIL THIS COMPLETED FORM TO THE VICE PRESIDENT OF SERVICES.**

Email: [D.Pioli@ViaNet.org](mailto:D.Pioli@ViaNet.org)

Mail: Denise Pioli, Vice President of Services  
Via of the Lehigh Valley, Inc.  
336. W. Spruce Street  
Bethlehem, PA 18018