

RIGHT HERE!

A MONTHLY NEWSLETTER ABOUT YOUR RIGHTS & RESPONSIBILITIES

***YOU HAVE THE RIGHT
MAKE / RECEIVE CALLS!***



IT'S YOUR

Right!

THE COUNCIL ON QUALITY AND LEADERSHIP (CQL) IDENTIFIES COMMUNICATION AND CONNECTION WITH OTHERS AS A FUNDAMENTAL RIGHT FOR PEOPLE RECEIVING SERVICES.

CQL STATES:

"EXAMPLES INCLUDE, BUT ARE NOT LIMITED TO THE ABILITY TO DO THE FOLLOWING: MOVE FREELY, MANAGE MONEY, SEND AND RECEIVE MAIL, MAKE AND RECEIVE TELEPHONE CALLS AND USE OTHER MEANS OF COMMUNICATION, VISIT AND BE VISITED BY WHOMEVER THEY CHOOSE."

UNDER CQL GUIDANCE, ORGANIZATIONS THAT SUPPORT PEOPLE WITH DISABILITIES MUST ENSURE THAT PEOPLE ARE ABLE TO EXERCISE THESE RIGHTS IN EVERYDAY LIFE, INCLUDING HAVING ACCESS TO COMMUNICATION TOOLS AND THE ABILITY TO STAY CONNECTED WITH FAMILY, FRIENDS, AND ADVOCATES.

YOUR RIGHT TO COMMUNICATE

IN ACCORDANCE WITH OPWDD REGULATIONS

(14 NYCRR §§624 AND

633), "NO PERSON SHALL

BE DEPRIVED OF ANY CIVIL OR LEGAL RIGHT

SOLELY BECAUSE OF A

DIAGNOSIS OF

DEVELOPMENTAL

DISABILITY" BECAUSE OF

THIS, COMMUNICATION

WITH OTHERS (FRIENDS,

FAMILY, ADVOCATES,

ETC.) IS TREATED AS A

BASIC PERSONAL RIGHT.

(14 NYCRR § 633.4 - Rights of

Persons Receiving Services)



WHAT Staff CAN DO:



- Ensure access to phones or communication devices.
- Respect privacy during phone calls whenever possible.
- Offer assistance if someone needs help making a call or using their device.
- Encourage connections with family, friends, and advocates.
- Do not restrict phone access for staff convenience or discipline.

Access to a phone is not a privilege — it is a basic right. Individuals receiving services must be able to make and receive calls and stay connected with family, friends, and advocates.



KNOW YOUR RIGHTS!

YOU HAVE THE RIGHT
TO:

- ✓ Make and receive phone calls to family, friends, and others .
- ✓ Stay connected with the people who are important to you.
- ✓ Speak privately without unnecessary monitoring.
- ✓ Get support if they need help using a phone or communication device.

