

A graphic section with a green background filled with white line-art icons of various recreational activities like a guitar, pool, and campfire. On the left is the Camp Anne logo, which includes a yellow llama, an American flag, and a list of facilities: "EST. 2003", "DINING HALL", "CABINS A-F", "PROGRAM BUILDING", "POOL", and "LAKE". The text "CAMP ANNE" is written in a stylized font across the logo. To the right, the words "PARENT HANDBOOK" are written in large, bold, white capital letters.

PARENT HANDBOOK





Dear Parents

We look forward to welcoming your loved one to Camp Anne. We ask that you read through the information contained in this handbook before your loved one begins camp. It provides you with the information you need to ensure a safe, fun experience this summer.

The camp experience is a rich environment full of exciting new beginnings, new friends and new achievements, combined with new growth and independence. The essence of camp is the presence of supportive relationships, meaningful opportunities, and challenging activities in a physically and emotionally safe environment. It is a place designed for those who have developmental disabilities, where they can explore and discover the importance of vacation, fun, and collective enjoyment.

Camp gives people opportunities for safe activities, enabling them to take chances and reach new heights. Camp nurtures curiosity and invites creativity, which are precursors to discovery and growth. We understand, as parents or carers, you trust us with the care of the person you love and with that we strive to keep those safe and have an unforgettable summer.

So, thank you for choosing Camp Anne, and Welcome!

About Camp Anne

A fun-filled, loving, nurturing, and safe environment for children and adults who require various levels of support and may also have physical and/or medical needs.

Camp Anne offers a structured, yet relaxed, atmosphere for children and adults with intellectual and developmental disabilities. Campers enjoy a traditional summer camp experience: arts, boating, cooking, crafts, dance, music, nature, sports, and swimming - all under careful staff direction in a fun environment in the Berkshire region.

Location:

Camp Anne is in Ancramdale, New York about two hours north of New York City. The camp is situated on 40 acres of land. There is a beautiful lake outside the fenced area where boating and fishing takes place.

General Information:

Mailing address:

Prior to June 1st:
AHRC – Camp Anne
83 Maiden Lane, 9th Floor.
New York, NY 10038

From June 1st:
228 Four Corners Road
Ancramdale, NY 12503

Contact:

AHRC Main office: 212-780-2526
Camp Anne (from June 1st): 518-329-5689
Associate Vice President – Mary Anne Killeen
Director – Michael Rose
Assistant Director – Emily Hirst
Nursing Supervisor – Eftali Nikpreljevic



Application Process:

Returning applicants:

Go to Campdoc.com and login to your account. Apply for your session of choice and update the 'Health Profile' section. Once your camper is accepted, you will receive an email notification with further instructions.

First time applicants:

First time applicants can contact AHRC New York City Referral and Information Center. They will walk you through the process of gathering and submitting the correct forms and provide you with answers to any questions you might have about the application process.

Phone: 212-780-4491 or 212-780-4493

Email: referrals@ahrcnyc.org

Session Dates

Adult sessions (ages 21+)

Session 1
Monday, June 24 – Friday, July 5

Session 2
Sunday, July 7 – Thursday, July 18

Session 3
Saturday, July 20 – Wednesday, July 31

Children and teen sessions (ages 5-20)
Session 4
Sunday, August 4 – Wednesday, August 14

Session 5
Friday, August 16 – Monday, August 26



Visiting Camp Anne:

Visiting camp is a great way to help you and your loved one prepare for this time away from home. In fact, we recommend that you take pictures, and show them to your child in the days preceding their arrival at camp as a way of helping your loved one adjust to the idea of going away from home. Please call the camp director to schedule a visit.

Transportation:

Buses are provided to and from camp. We pick up and drop off at a centralized location in Manhattan.

Pick up and drop off location:

West End Avenue and 64th Street, New York, NY 10023

Access-A-Ride – 309 West 64th Street, New York, NY 10023

Subway – 59th Street/Columbus Circle (A, B, C, D, 1 trains). Bus – M57 and M66 Driving – There are meters and parking lots in the area.

Going to camp:

Check-in begins at 12 pm at the pick-up location. (See below for the location.) When you arrive for registration, make sure that you stand in the registration line with your camper.

You must remain with and be responsible for your camper until they board the bus. We ask that you do not board the bus (it creates too much chaos).

Please give your camper an early lunch before they get on the bus. If your camper requires medication at 12 pm, 1 pm, or 2 pm., please administer before they get on the bus.

Buses leave at 1 pm. Any camper missing the bus will have to be taken to camp by the family at the family's own expense.

Returning from camp:

Please arrive at the same location by 11 am.

We try our best to be back early, but it is sometimes challenging to meet this time. You are welcome to call Camp Anne (518) 329-5649 after 9 am to ask for a more accurate arrival time.

Someone who represents the camp will be at the bus stop to greet you and give you an update on the bus arrival time or any changes in schedule.

When the buses arrive, camp staff will help direct you to the correct bus. Please give your name to the bus captain who will connect you with your camper.

If someone other than you (or your emergency contacts) is picking up your camper, we must be notified in advance, in writing. We cannot release your camper to anyone other than the parent or a designated caregiver. Campers will have eaten breakfast and taken their morning medications.

Please note:

Families using Access-a-Ride should not schedule the appointment to be picked up on the last day until at least noon, when we are certain that our buses have reached the city.

If you are running late on the drop-off or pick-up days, call our office at (518)329-5649.

Driving to Camp Anne:

If you would like to drive your loved one to camp, you should plan to arrive after 3 pm on the first day of the session. For pickup you at the end of camp, you should arrive at camp no later than 9 am.

Special procedures for campers using a wheelchair:

Camp staff at the pickup will ask the family or caregiver to reposition the camper immediately prior to boarding the bus.

Upon arrival at camp, the camper will be taken to the cabin and helped from their wheelchair. Their counselor will check buttocks for any redness and report any redness to the nurse immediately. If the person wears pads, this will be changed, wet or not, to allow air to the skin. The camper will be out of their chair for 15-30 minutes. In addition, on the first day of the session, a nurse will check the skin of every camper who uses a wheelchair.

Bus Safety Guidelines:

Onboarding and disembarking requirements:

The parent or guardian must stay with the camper until they board the bus.

The bus captain will take attendance as the camper boards the bus and will take attendance again prior to departure.

Upon arrival at camp, the bus captain will "sweep" the vehicle to ensure that all campers are off the bus and will document that all individuals are off the vehicle.

Safety Requirements:

In addition to compliance with all state licensing and traffic laws, we provide adequate staff to accompany campers.

There is a designated staff person in charge of any medical emergencies on the bus, who has first aid training and is CPR-certified.

Staff will review the camper's applications and be familiar with their individual protective oversight needs. If there is something that you think would be helpful for the staff to know when transporting your loved one, please inform the bus captain at the bus pick up.

For any trip with campers on board, the bus captain must ensure that there is a working cell phone on the vehicle. The bus captain on board must have AHRC emergency contact phone numbers with them and know how to access medical information if needed.

Campers on board may never be left in a vehicle without staff.

Wheelchairs must be tied down appropriately. (Program directors must ensure that all drivers know the appropriate wheelchair tie down procedure for each camper transported.)

Staff will ensure that each camper is seated any time that the vehicle is in motion.

Staff must be seated in the location that the bus captain considers safest for everyone on board.

If a person on board becomes seriously ill during transport, the driver will pull over to a safe location and the bus captain will call 911.





Our Staff:

Our staff are mature, enthusiastic, diverse, and most importantly, very caring. At least 25-35 percent of our best staff return from the previous year. All the new staff are carefully screened before hiring. Staff must be at least 18 years old. Most counselors who are hired have at least one year of college training and experience with the special needs population. Many of the staff come from outside the US – countries such as England, Poland, Australia, Ireland and Mexico– and must speak and understand the English language.

Our senior staff have many years of experience working at Camp Anne; they consist of the camp director, assistant director, unit coordinators, cabin leaders, head lifeguard, nursing supervisor, program coordinator, head chef and head of maintenance. In addition, our camp has certified lifeguards, program specialists, nurses, cooks and dining hall staff, and other trained staff to make the stay of each camper comfortable, safe and fun.

All staff participate in a rigorous seven-day orientation prior to the arrival of campers.

Safety at Camp Anne:

Safety is our priority. We work closely with the following agencies and strictly adhere to all health and safety codes:

The New York State Department of Health – Columbia County Office

The New York City Department of Health and Mental Hygiene.

The New York State Office for People with Developmental Disabilities.

The American Camp Association (ACA) has accredited Camp Anne as a camp that meets

the ACA's high safety standards and quality programming.

The State Department of Health requires that we have a written safety plan that addresses many important areas for operating a safe camp, such as our procedures for hiring and training staff, supervision of campers, and camp site hazards and emergencies. This is available for your review upon request.

The Department of Health also inspects the camp prior to each summer, and again while camp is in session. The inspector is particularly concerned with the cleanliness of the kitchen and food handling procedures, safety procedures at the pool and medical area.

Level of Supervision:

Campers are assigned to a cabin based on the level of supervision required. 1:1, 2:1 or 3:1 support is available. Counselors stay with the campers throughout the day, at activities and mealtimes. At least three counselors are present in the cabin during afternoon rest hour and after the campers go to sleep in the evening. Counselors sleep in the cabin with campers.



Suggested Packing List:

Here is a suggested packing list. Please label with camper's name and avoid sending expensive items. While we do our best to return all items home, we cannot guarantee this. Camp Anne is not responsible for any lost or damaged items and will not be able to replace any items.

5 pairs of long pants

8 pairs of shorts

13 polo shirts or blouses (include 2 long sleeves)

16 sets of undergarments

16 pairs of socks

2 heavy sweaters or sweatshirts

1 lightweight jacket

1 raincoat with hood or poncho

1 swimsuit

2 pairs of pajamas

1 bathrobe (light)

1 pair of sneakers

1 pair of shoes

1 pair of sandals

1 formal outfit for the banquet night (last night of camp)

1 toothbrush and toothpaste

1 comb and brush

1 deodorant

1 bars of soap

1 container of shampoo

1 box of sanitary napkins (if applicable)

1 electric or regular razor (if applicable)

ADVICE - DO NOT SEND:

Bedding – we provide this.

Money

Expensive clothing (we cannot guarantee that it will return home)

Jewelry and watches

Appliances such as iPads, tablets, gaming devices (unless they are essential) (only exception: if a tablet or similar piece of equipment is needed for the well-being of the camper, then send the item labeled and a letter in the luggage explaining why and how to best use this item.)

It is our policy to not permit alcohol, non-prescription drugs, animals, personal sports equipment, weapons, or vehicles at camp.



Other essential items:

Incontinence products – if required please send plenty of incontinence products and additional pants, undergarments, and pajamas.

Glasses, helmets, hearing aids or other special orthopedic apparatus or adaptive equipment should be clearly labeled with the camper's name. Please include a letter in the camper's luggage stating what the item is and why it is needed at camp. This will assist us greatly in knowing how to provide the best possible care for the camper.

Lost Items:

Unfortunately, items do go missing. We have so many campers, and things unintentionally get misplaced. At the end of every session, we mail home lost and found items. Please label all clothing with the camper's name to reduce the risk of items being lost.

Laundry facilities:

We utilize an off-site laundry facility. Fresh linens and towels are supplied on a routine basis. Blankets, mattress and pillow covers are changed as necessary.

We launder personal clothing if heavily soiled; however, lightly soiled personal clothing will be returned.

Camper Mail and Phone Calls:

Campers can receive phone calls whilst at camp. The best time to call is before or after meals, or before evening activity.

If you would like to speak to a camper, we recommend that you do not call in the first 48 hours of camp. This can increase homesickness. When you do call, please understand that we have

a large facility, and it may take some time to locate your loved one.

All letters and packages can be mailed to the following address:

228 Four Corners Rd
Ancramdale, NY 12503



Daily Schedule:

7:00 am	Morning wake-up
8:30 am	Breakfast
9:15 am	Cabin Clean-up
10:00 am	Activity #1
11:00 am	Activity #2
12:00 am	Break (general fun outdoors)
12:30 pm	Lunch
1:30 pm	Quiet time/rest hour
3:00 pm	Activity #3
4:00 pm	Activity #4
5:00 pm	Free time
5:30 pm	Dinner
7:00 pm	Evening program
8:30 pm	Cabin time
10:00 pm	Lights out

Activities:

We have several goals for each camper at Camp Anne. First, we want to provide a great vacation opportunity for each camper as well as respite for family members. We want to increase each camper's independence in small ways during their time at camp. We will provide many supervised opportunities for social interactions and will assist with improving socialization skills. We provide choice and will encourage each camper to try a new activity while at camp.

Daily activities include arts and crafts, games and sports, archery, swimming in the pool, boating or fishing at the lake, music, dance, drama, and pony rides. Each evening, everyone participates in a variety of camp programs, such as a talent show, fun game contests, theatrical activities, and dances. On the last night of camp, everyone dresses up and attends a special banquet dinner and show.

Our programs are designed for many different ability levels, and staff make sure that everyone is engaged in the activity for as long as the camper is comfortable. All campers will find programs available for them. We have a sensory room and a relaxation area.

Specialized programs:

We offer several specialized programs and require a signed permission slip for your camper to participate in any of these activities. You can opt out of any of these activities. Please feel free to call the camp director if you have any questions or concerns.

Swimming – all swimming is at the pool, which is a zero-grade entry pool and just four feet deep at the deepest part. There is always at least one lifeguard for every 25 swimmers; usually there is a minimum of two lifeguards. The pool is gated and

always locked. There is a designated staff person who opens the gate and permits campers to enter with their counselor. All campers are required to wear life jackets when in the pool unless they have been swim tested by our Water Safety Instructor. There is a safety orientation at the start of each swimming period and staff accompany their camper in the pool to provide 1:1 supervision in the water.

Boating – access to the lakefront is controlled by fencing and staffing. There are always two lifeguards on duty during boating sessions. Additionally, a lifeguard is on the pontoon boat. We offer two options for boating. The pontoon boat holds approximately ten participants per trip, is accessible to wheelchairs and travels at a slow speed around the lake. We also have paddle boats, which allow one camper and one staff person to operate the pedals to move the boat. There is a safety orientation prior to the boating session and all boaters must wear life jackets on the dock and on the boat.

Pony Riding - We offer pony rides within a fenced area. The horses are leased each summer and assessed for their suitability for camp. The horse is led by trained staff and at no point is the rider allowed to control the horse. The rider is assisted on and off the horse, from the mounting platform. All riders must wear helmets and boots, which we provide. All riders must wear long pants. 1:1 supervision is provided for each rider.

Field trips – We will occasionally offer a community outing to a few campers at a time. Typical trips may include a visit to The Lodge, our camp in the Catskills. All trips are taken in our camp van with our own driver and staff. Staff are assigned to the campers, who are supervised at all times.

Archery – The program is open to campers of all ages and will include adaptations that take

into consideration camper ability. The course is located at a safe distance away from other activity areas on the pathway to the lake, access is restricted, and the gate locked when not in use. All equipment is locked away when not in use. The range includes three arrow stops at ranges of five, ten and fifteen yards; there is a supplementary backstop in the form of netting behind the range. Behind the netting there is a safety zone comprising hilly terrain that is not accessed by people. The program is run by certified staff.

Swimming safety information:

Swimming is a favorite activity for a lot of campers. It's great fun for them regardless of their swimming level. Here are some important facts you should know about our waterfront program. All our lifeguards are certified as American Red Cross Lifeguards and are trained in first aid and CPR. They train for five days at our pool and learn how to work specifically with our campers. Most of our lifeguards are returning staff who know our campers well. Every camper has a counselor assigned as a pool buddy. There is a strictly enforced 1:1 ratio and at least two lifeguards are on duty when the pool is open. All campers must wear a life jacket when they are at the pool or the lake area, even if they know how to swim. The pool's deepest point is four feet deep. When the pool is closed, it is locked up and secured by a six-foot-high fence.





Mealtimes:

We provide three nutritious meals a day at camp. We serve meals family-style. Counselors always sit with their camper and support them as needed.

If a camper has a special diet or food allergies, then it is critical that our health center have that information highlighted on the camper's health form. We have a cook who is responsible for preparing special diet meals.

Weather at Camp:

During the summer, days range from pleasantly warm to very hot and humid. Nights range from warm to cool, especially in early and late summer. The pollen count can become high in this area which can be difficult for persons with asthma or allergies. If you think this might be a problem, contact your physician now. We do not recommend starting new medications for asthma or allergies while at camp. There is air conditioning in all camper cabins. The swimming pool is outdoor and heated.

Preparing Campers for Camp:

As parents and guardians, you play a very important role in preparing your loved one for camp. Here are some ideas:
Speak often and enthusiastically about Camp Anne and all the fun activities that they will participate in such as swimming, dancing, music, arts and crafts and outdoor parties.

Have the camper help pack, if possible, and allow them to take some of their familiar clothing or personal items (but don't send anything valuable or irreplaceable).

Tell them about all the wonderful friends they will make at camp, and the great staff that will be with them at all times.

ADVICE - We recommend that you visit the camp prior to sending your family member to camp. It will help both you and the camper to become comfortable with camp. Make your arrangements with the Camp Director, and plan to ask lots of questions.

ADVICE - We have a Camp Anne Social Story which can help campers become more familiar with camp and help them to know what to expect.

Please check your family member for any evidence of bed bugs, head lice or other problems, and treat if needed, before sending them to camp. AHRC Camping and Recreation has developed policies and procedures in partnership with the Department of Health and other AHRC departments. You will be notified if your family member is in proximity to bed bugs. To request a full copy of the bed bug policy please call camp.



Healthcare at Camp Anne:

Our health center is staffed with professional licensed nurses 24 hours a day. The health center is equipped to handle routine and urgent care. Our qualified nursing staff is prepared to provide care for short-term illnesses and first aid care for minor injuries. We contract with a local nurse practitioner who is familiar with our campers and their needs. The nurse practitioner is available 24 hours a day via phone. She assesses all individuals with complex medical needs within 24 hours of their arrival and can see sick campers on visitation days. In an emergency, the local ambulance services will transport a sick or injured camper to Sharon Hospital located 20-25 minutes from camp.

We will call you whenever a camper becomes sick or injured. In the rare event of an emergency, you will be called immediately. However, if we are unable to reach you, we will call your second contact which you provided for us on the medical emergency form. If you are going on a vacation, even for a couple of days, please leave us an emergency contact phone number.

Paperwork Checklist:

The following regulations are required by the Department of Health and Office for People with Developmental Disabilities. We must strictly adhere to these regulations and require that you upload them to CampDoc by May 15.

The Physical Exam Form must have a physician's signature and be dated within one year of the last day of session of the camper's stay at camp. For your convenience, a copy of AHRC's Medical Exam Form is included in the Health profile in CampDocs, although any standard physical form is acceptable. Please note a service summary of your doctor's visit is NOT a physical exam; please request a copy of the physical during your visit.

The PRN Form also needs a physician's signature and needs be dated within one year of the

camper's stay at camp. This allows our nurses to give your family member over the counter medications that do not need a prescription, such as Tylenol, Cough Syrup, creams and special lotions.

Immunizations Record must be provided for persons under the age of 18. You should contact the camper's physician to make certain all immunizations are up to date before submitting this record.

If the camper is over the age of 18, please provide us with documentation of the date of the last Tetanus inoculation, Meningitis, as well as any information you may have regarding their Hepatitis B and MMR status.

For campers between the ages of 13 and 21 complete meningitis immunization date in CampDoc.

Medication Record – Please complete this for all medications that the camper takes including the following: all prescription medication, vitamins, herbal remedies, creams, lotions, eye drops, allergy medication, any supplements and anything else you give the individual at home. **If this is signed by your Physician it can be used in place of prescriptions copies

Dietary Orders – Completed in CampDocs - It ensures we prepare food and liquids to meet individual needs.

Note – If there are medical changes after you send the physical form. Contact us immediately at our nursing supervisor's office at (518) 329-5649. After May 15th, call the health center directly at (518) 329-6040. Every camper attending our program has a special medical care plan, and we must update it accordingly. Early notification to our health center helps to avoid confusion and possible safety risk. Remember, we have over 100 campers per session, so we need you to help us by avoiding last-minute issues.

Camper Medication:

Here are some other important procedures that we strictly adhere to:

All medications are stored securely in the health center. No one, including staff, may keep medications in the camper cabins.

Only licensed nurses and AMAPs may administer medications.

Nurses only administer medications as written by a doctor.

Our nurses' document and sign for every medication dose given.

All medications must be in the original bottle/container with an in-date pharmacy label with the correct dose and frequency.

All narcotic substances or controlled drugs are double locked.

Campers are positively identified before medication administration using their photo from CampDoc and help from their counselor.

Most campers receive some type of medication. Our nurses are prepared to administer medications ordered by a doctor. If you are currently giving your family member medications, vitamins, and/or supplements that you purchase "over the counter", please provide a prescription from the camper's doctor allowing us to administer these items whilst at camp. If your family member receives Medicaid benefits, many of these items are covered by their insurance. If an item is not covered ordinarily, it will not be covered at camp. If your family member takes non-critical medications such as vitamins or over the counter lotions, you should consider placing these on "hold" during camp. Please discuss this with your physician first.

Routine medications are given before meals and at bedtime. Some medications must be given with food or after meals. Sometimes medications are given "as needed," when issues arise. These medications are given throughout the day in accordance with standard guidelines.

ADVICE - If your family member requires their medication to be crushed and/or mixed with food or liquid, let us know and have your doctor specify this on the script. If your family member requires the use of bedrails, a helmet, or any protective equipment, please provide written authorization by the physician with reason for use.

ADVICE - If your family member takes medications for diabetes, a cardiac condition, or high blood pressure, please make sure that the doctor has provided directions for use, including frequency of blood sugar checks, or monitoring of the pulse and/or blood pressure before administration by the nurse. There are some medications used for behavior that may need to be monitored closely as well. Please contact the nurse to review monitoring instructions and/or care needed for camper prior to their session date.

Sending Medications:

When you receive a script from the doctor, make a copy, fill in the script, then send pills and the copy of each script to camp. Medications will NOT be accepted at the bus on pick up day and campers will not be allowed to attend/board the bus unless medications are received ahead of time. Only inhalers to treat asthma, food supplements, and incontinence products will be accepted if we have given approval and know to expect them.

Prescriptions for camp medication should be filled at your home pharmacy- MAKE A COPY OF EACH BEFORE FILLING



If your doctor uses electronic prescribing, ask for a printed copy of the prescriptions (you can obtain this from either your doctor's office or local pharmacy).

Please ensure medication is in its regular container with a pharmacy label which includes the camper's name, the drug, dose and frequency.

Campers attending sessions 1,2 & 3 need a 12-day supply, Sessions 4 & 5 need an 11-day supply.

All medications will be given exactly as prescribed by a doctor. If a doctor changes the dose or stops a medication after the prescription has been sent, you must send a new written order from the doctor. Our health center staff will not know of any medication changes unless you tell them.

Families or guardians are responsible for any charges not covered by insurance.

Mailing Medication to camp:

Medications sent in the mail must arrive at camp at least one week prior to the start date.

Only send medications using tracked delivery

Camp Address:

Camp Anne,
228 Four Corners Road,
Ancramdale, NY 12503

Cancellation Policy:

If a camper cancels two weeks or more before the start of their scheduled session date, AHRC will provide 100 percent tuition refund. No refund will be provided if a camper cancels less than two weeks before the start of their scheduled session.

What happens if a camper must go home while at camp?

In the unlikely event of this happening, you will be notified immediately. We will make arrangements for transporting the camper home.

Camp Payments:

Invoices are available by logging into CampDoc.

All payments are due before the start of the session unless other arrangements, such as a payment plan, have been made in advance.

There are 2 easy ways to pay:

1. Credit Card Online (it's so easy!): Please log on to your CampDoc account to pay by credit card.

2. Checks or money orders:

MUST include camper's name / number (e.g. include this page with the check)

MUST be made out to: AHRC New York City

MUST be mailed to: Accounts Receivable, 8th floor, AHRC New York City, 83 Maiden Lane, New York, NY 10038

Please make sure to write the name of the camper on the check or money order.



AHRC New York City

Rights of People Supported

Policy: AHRC New York City recognizes the rights of all people, including those supported by the agency. It is our responsibility, as an agency and as a caring community, to recognize these rights and do all we are able to do to ensure that these rights are protected.

Equality:

1. All people supported have the same legal and civil rights as anyone else.
2. All people supported will be given the same dignity and respect given to every person, regardless of skin color, religion, language they speak, age, gender, sexual orientation, ethnic background or health condition(s).
3. All people supported have the right to express their religious beliefs freely.
4. All people supported have the right to advocate for their rights and the rights of others.

Personal Growth:

5. All people supported have the right to talk about what is important to them.
6. All people supported have the right to ask someone to listen to them.
7. All people supported have the right to think what they want and to respectfully express their ideas.
8. All people supported have the right to get help with decision making.
9. All people supported have the right to opportunities for lifelong learning and development of their talents.

Health:

10. All people supported have the right to learn about and understand their medical conditions, records and to participate in all decisions regarding their health.

Safety:

11. All people supported have the right to be safe.
12. All people supported have the right to assistance if someone tries to harm them.
13. All people supported have the right to live, work and have fun in places that are safe.

Community Inclusion / Social Life:

14. All people supported have the right to own things. Nobody can take these things away.
15. All people supported have the right to choose where and with whom to live.
16. All people supported have the right to work and be paid a fair salary for the work they do.
17. All people supported have the right to choose friends and to have a social life.
18. All people supported have the right to live their life and be a part of their community.
19. All people supported have the right to support needed to live a full and productive life.

The following is the process for resolving objections, problems, and grievances to your rights:

1. If you have a problem, objection, grievance or concern, you can go to the program manager. If you are not satisfied, you can go to their supervisor, and then the Associate/Assistant Director of your department, the Assistant Executive Director, Chief Operating Officer for Programs, the Associate Executive Director or the Executive Director.
2. In addition, any problems, objections, grievances, or concerns regarding your rights can be directed to the local DDRO, the Commissioner of OPWDD and the Commissioner of Quality of Care of the Mental Hygiene Legal Services.

For your information, the addresses and telephone #s of people involved, that you can contact, are listed below:

AHRC NYC Contacts

AHRC NYC Main Office
83 Maiden Lane, 11th Floor
New York, NY 10038
(212) 780-2500

AHRC Compliance Hotline
(212) 780-4485

OPWDD Contact
Regional Director
(region 4 - NYC and Metropolitan Area)
25 Beaver St
New York, NY 10004
Phone: (718) 217-5894

DDRO Contacts

Queens DDRO:
80-45 Winchester Boulevard
Administration Building 80-00
Queens Village, NY 11427
Phone: (718) 217-5890
Fax: (718) 217-4724

Manhattan & Bronx DDRO
25 Beaver Street,
New York, NY 10038
Phone: (646) 766-3222
or (718) 430-0885
Fax: (646) 766-3484

Brooklyn DDRO
888 Fountain Avenue
Brooklyn, NY 11208
Phone: (718) 642-6000
Fax: (718) 642-6282

Staten Island DDRO
1150 Forest Hill Road
Staten Island, NY 10314
Phone: (718) 983-5233
Fax: (718) 983-9768