



## **NOTICE OF CUSTOMER RIGHTS**

*You* have the right to be told about the services available at the ADRC.

*You* have the right to get information, referrals and assistance from the ADRC, in order to learn about area resources and enroll in the services and programs for which you qualify.

*You* have the right to have friends, family members or any others you choose to help in your contacts with the ADRC.

*You* have the right to dignity and respect, fair and equitable treatment and freedom from discrimination.

*You* have the right to confidentiality and privacy of information and to have access to such information. Your records will not be released to individuals or agencies without your permission.

*You* have the right to special equipment or services to help you have an equal opportunity to benefit from the services of the ADRC. For example; an interpreter or taped material.

*You* have the right to a fair and equitable way to file and resolve complaints and the right to have someone help you with the process. If you are dissatisfied ask any ADRC staff to explain how to exercise your right to file a complaint.