



## **Notice of Aging & Disability Resource Center Customer Rights**

Individuals who use the services of the Aging & Disability Resource Center of Eau Claire County have the right to services that are delivered fairly, according to all applicable rules and regulations, and with respect and dignity.

Each person has the following rights:

- The right to be treated with respect and dignity.
- The right to private and unrestricted communications.
- The right to have a relative, friend, or anyone else present at any or all meetings with Aging & Disability Resource Center staff.
- The right to be fully informed of all services and resources available in the community.
- The right to privacy and confidentiality in regard to all verbal and written communications.
- The right to a home visit, if requested.
- The right to be free from verbal and mental abuse.
- The right to present complaints and grievances to the staff or administration of the Aging & Disability Resource Center of Eau Claire County.

*You may request a copy of the “Notice of Complaint and Grievance Process” and the “Complaint or Grievance Form” at the Aging & Disability Resource Center reception desk.*

*These materials can be made available in alternate formats as requested and are available on the Aging & Disability Resource Center web site:*

**<http://www.co.eau-claire.wi.us/adrc>**