



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.

ADRC of Eagle Country

1-877-794-2372

www.adrceagle.com

Crawford County

225 N Beaumont Rd., Suite 117

Prairie du Chien, WI 53821

Phone: 608-326-0235

Fax: 608-326-1150

ccadrc@crawfordcountywi.org

Juneau County

200 Hickory St.

Mauston, WI 53948

Phone: 608-847-9371

Fax: 608-847-9442

jcadrc@co.juneau.wi.us

Richland County

221 W Seminary St.

Richland Center, WI 53581

Phone: 608-647-4616

Fax: 608-647-6611

resctr@co.richland.wi.us

Conflict of Interest Disclosure

The primary purpose of the ADRC Specialist is to provide the customer with unbiased information about services that will meet their needs. This includes sharing information with customers about agencies that provide the needed services. The ADRC may operate programs that provide direct services to customers.

The ADRC Specialist:

- **Cannot** attempt to influence customers for financial gain of the agency or other self-interests.
- **Cannot** attempt to influence customers in the interest of any service or program provider, including the ADRC itself.

Federal regulation 42 CFR 438.810(b)(2) prohibits the ADRC from using revenue generated from direct service programs to support the ADRC Specialist program.

CUSTOMER SERVICE AGREEMENT ACKNOWLEDGEMENT

By signing this document, the customer understands that ADRC Specialist services are voluntary and that part of receiving ADRC Specialist services involved the sharing of information between the ADRC Specialist and their local supervisor, technical assistance provider, and DHS. The customer also understands that the ADRC, as an agency, may operate other programs and services or have contractual relationships with service providers. The ADRC Specialist will in no way influence the customer's decisions as a result of those relationships.

Customer Signature

Date