

# **CHILD AND YOUTH PROGRAMS**

## **SUMMARY OF CUSTOMER RIGHTS**

The Family Care Branch strives to care, connect and make a difference in the lives of those we serve. Please note that your rights as a customer of our services include:

- Receive world class customer service from all employees.
- Receive an explanation of services offered by the program(s) you utilize.
- Be treated with respect and have knowledge that all you say will be treated confidentially as allowed by law.
- Be informed of limitations of privacy, including mandated reporting and duty to warn.
- Participate in setting goals and evaluating progress when applicable.
- Request copies of records.
- Receive fair treatment that is free from discrimination.
- Provide feedback regarding your experiences with our services.
- Express and practice religious and spiritual beliefs, if so desired.

## **SUMMARY OF CUSTOMER RESPONSIBILITIES**

- Keep appointments or provide a notice of cancellation in advance, as soon as practically possible.
- Adhere to Base standards regarding appropriate attire while utilizing our services.
- Adhere to the guidelines and policies including: Behavior Policy, Fee Policy, CYP Service Contract, etc. while utilizing services.
- Be honest with your service providers so they can offer you the best care and support possible.
- Help plan goals, as applicable, and actively participate in follow-through with goals.

I have read and understand the Rights and Responsibilities of MCLB Albany Child Youth Programs. The Rights and Responsibilities listed above are to be maintained by patrons who use our services.

Sponsor Signature: \_\_\_\_\_ Date: \_\_\_\_\_