

DLA FMWR CUSTOMER'S RIGHTS:

Dignity and Respect.

You have the right to be treated with consideration and compassion, and to receive quality services free of discrimination based on race, color, sex/gender, ethnicity, national origin, religion, age, sexual orientation, physical and/or mental ability, rank, or military status.

Privacy and Security.

The Privacy Act of 1974, as amended, provides safeguards for the confidentiality, integrity, and availability of Personally Identifiable Information (PII) and similar rights for other PII in electronic, written, and spoken form. FMWR service providers will provide informed consent for the services received. Authorized disclosures may include the following circumstances:

- When you sign a written release of information.
- When a clear and immediate danger to you or to others exists.
- When there is known or suspected child abuse or elder abuse.
- When there is known, or suspected domestic abuse **not** covered by restricted reporting policy.
- When ordered by a court of law.

Access to records.

FMWR uses an electronic case management system to track information on services provided. To request a copy of your record, speak with an FMWR representative to determine local policy for release of information.

Right of Self-determination.

We recognize the uniqueness of every individual and Family. Your FMWR service provider will work with you to develop an Individual Service Plan tailored to meet your needs.

Refusal of Services.

FMWR services are voluntary; you may terminate services at any time unless Command directed.

Grievances, alternative services, and referrals.

You have the right to request a different FMWR service provider, and alternative options regarding resource referrals to meet the goals of your Individual Service Plan. If at any time you are dissatisfied with FMWR services, please ask to see the Program Manager or FMWR Director.

FMWR CUSTOMER'S RESPONSIBILITIES:

Respect and Consideration of other customers and FMWR staff is essential.

Adherence to your Individual Service Plan by following through with resource referrals on a timely basis and informing your FMWR service provider regarding concerns or changes in your needs.

Voice your concerns or disagreements with recommended interventions, referrals, or Individual Service Plan, and allow time for adjustments if required.

Arrive on time for scheduled appointments and cancel or change appointments at least two (2) working days in advance.

Maintain accurate information and records by reporting changes in your address or phone number and responding to calls or letters to the best of your ability.

Provide feedback on the quality and effectiveness of services and resource referrals.