



Marine & Family programs

Summary of Customer Rights

Marine and Family Programs 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.
- If receiving counseling services, be informed of the qualifications of your counselor: including education, experience and professional counseling certification(s) and state license(s).
- 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 notice of cancellation in advance, as soon as practically possible.
- Refrain from smoking or alcohol use while utilizing services and in buildings where services occur.
- Adhere to base standards regarding appropriate attire while utilizing services.
- Be honest with your service providers so they can offer you the best services and supports possible.
- Help plan goals, as applicable, and actively participate in follow-through with goals.