



## **Aging & Disability Resource Center of Brown County Consumer Bill of Rights and Responsibilities**

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The Aging and Disability Resource Center of Brown County (ADRC) believes consumers using our services have rights, responsibilities and the option to file complaints. We strongly encourage consumers to resolve complaints informally whenever possible, but want to ensure they are notified of their rights should they want to seek internal or external advocacy for their situation. This document explains the rights and the responsibilities consumers have when interacting with our agency.

### **Personal Rights:**

- You have the right to be treated with dignity and respect.
- You have the right to accept or refuse any information, referrals or services from the ADRC if you are your own legal decision maker.
- You have the right to control your life and the services you get as much as you are able.
- You have the right to include friends, family or others of your choosing in your meeting, decision making and service delivery with the ADRC.
- You have the right to be free from threats and intentional injury.
- You have the right to inspect your personal record set and to request that it be amended.
- You have the right to reasonable accommodations when accessing assistance from the ADRC. Such modifications can include interpreters, taped material and adaptive devices/technology.
- You have the right not to be discriminated against based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental or physical disability, sexual orientation, genetic information or source of payment.
- You have the right to receive accurate, unbiased information and assistance.
- You have the right to be informed about programs for which you may be eligible.
- You have the right to have a functional and financial eligibility screening for publicly funded long-term care services and the right to be told of the outcome of the functional and financial screening.
- You have the right not to be filmed, taped or photographed without your consent.
- You have the right to file a complaint or grievance regarding any service including eligibility determinations for Medicaid Waiver services.
- You and your representative have the right to have your personal, medical and financial information held confidential and private unless otherwise specified by law. Our Privacy Practices are available by request and are provided to anyone receiving Adult Long Term Care Functional Screen services.

## **Consumer Responsibilities**

Consumers of the Aging and Disability Resource Center have the responsibility to:

- Treat others with respect and dignity.
- Not to engage in illegal and/or dangerous behavior that puts you or others at risk.
- Provide accurate and timely information about yourself and your situation to assist in the eligibility determination process and action plan development.
- Provide any pertinent changes in your situation (address, phone, needs) that may affect your eligibility for programs and services we provide.
- Be an active participant in options counseling by making decisions and exploring and selecting resources that best meet your needs.
- To notify the ADRC when you are unable to keep scheduled appointments.

## **Your Right to File a Complaint or Grievance**

As an ADRC customer, you have the right to register complaints or grievances regarding the services provided by the ADRC. There will be no reprisal to you for registering a complaint or grievance.

If you need to register a complaint or grievance, this should be done within 30 days of the event. You can contact the ADRC's client rights specialist at (920) 448-4300 for more information about the complaint or grievance process. You can also file a complaint or grievance by writing, calling, faxing, or emailing to:

Aging and Disability Resource Center of Brown County  
Director: Devon Christianson  
300 S. Adams, Green Bay WI 54301  
(920) 448-4300  
bc.adrc@co.brown.wi.us

*The ADRC of Brown County is an equal opportunity employer and provider  
functioning under an affirmative action plan.*