

South Carolina Airman & Family Readiness Office

CLIENT BILL OF RIGHTS & RESPONSIBILITIES

All individuals obtaining services from the SCANG Airman & Family Readiness Office are entitled to certain rights and are also subject to certain responsibilities. The observance of these rights and responsibilities by both the Customer and Airman & Family Readiness Office personnel are vital to ensuring that services are delivered in an appropriate and efficient manner.

As Our Client You Have The Right To:

- Reasonable and impartial access to services regardless of race, creed, gender, national origin, religion, physical disability, rank or sexual orientation.
- Considerate and supportive services with regard to your comprehensive fitness (mental, spiritual, social and physical).
- Personal privacy and confidentiality.
- Knowledgeable, competent and cooperative staff.
- Prompt, accurate and reasonable response to your questions and requests.
- Receive applicable and accurate information relevant to assessing your needs.
- Provide feedback of services received.
- Be informed of rights and responsibilities applicable to you as a customer.

As Our Client You Have The Responsibility To:

- Provide accurate, complete information and required documentation to support the services requested.
- Communicate updated changes in your status and personal information since your last visit.
- Provide staff member feedback about your needs and expectations, desired services and satisfaction
- Ask questions to ensure you understand instructions and information.

STATEMENT OF UNDERSTANDING

The SCANG Airman & Family Readiness Office personnel will treat all clients with dignity and respect at all times and will preserve the client's right to privacy. By providing personal information to the SCANG Airman & Family Readiness Office, the SCANG Airman & Family Readiness Office personnel will be in a better position to assist the client with available services and referrals for support/assistance. Therefore, it is important for the client to be complete and accurate with all information provided to the SCANG Airman & Family Readiness Office. Also, in providing this information, the SCANG Airman & Family Readiness Office makes every effort to safeguard and respect the client's privacy rights, however, such personal information may need to be released to service providers, whether local, state, federal, private or government, in order to assist with obtaining these services. While every reasonable effort to keep clients information private, there will be instances when privacy will not maintained such as when there is a concern for the client's safety, the safety of children, or if the safety of the public is at risk. In these instances, and when disclosure will not cause further suspected or anticipated harm, the client will be informed of the release of information.



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