



## Consumer Rights and Responsibilities

CONSUMER'S NAME \_\_\_\_\_ CASE # \_\_\_\_\_

- As a consumer, I have the right to not be discriminated against by any NorthWest Colorado Center for Independence (NWCCI) staff member or board member due to type of disability, age, sex, race, birthplace, sexual orientation, political or religious beliefs.
- As a consumer, I have the right to an accurate and fair assessment of information by NWCCI staff to decide my eligibility for services, unless I refuse to provide the information necessary to make that assessment.
- As a consumer, I have the right to review any information in my file, other than confidential information about another person or business.
- As a consumer, I have the right to be treated with courtesy and respect by NWCCI staff.
- As a consumer, I have the responsibility to treat NWCCI staff with courtesy and respect.
- As a consumer, I have the right to have any person of my choice present at any meeting with the NWCCI staff.
- As a consumer, I have the right to file a grievance if I feel dissatisfied with the actions of the NWCCI staff.
- As a consumer, I have the responsibility to avoid being under the influence of illegal drugs or alcohol when working with NWCCI staff.
- As a consumer, it is my responsibility to work with NWCCI staff to set goals and take action to achieve the goals identified my Independent Living plan.
- As a consumer, it is my right to inform NWCCI staff if I am dissatisfied with the goals set, or the manner in which they are being achieved.
- As a consumer, it is my responsibility to inform NWCCI staff of other resources available that I have knowledge of, which may assist in the achievement of my goals.
- As a consumer, it is my responsibility to provide NWCCI staff with the necessary information for determining my eligibility to receive services.
- As a consumer, it is my responsibility to inform my Independent Living Coordinator if I desire to change or add items to my IL Plan.
- As a consumer, it is my responsibility to inform the NWCCI staff as to my need for an interpreter, translator, or materials in alternate formats.

**If at any time I have questions about these rights or wish to file a formal grievance against NWCCI, I may contact:**

Colorado Client Assistance Program  
Disability Law Colorado  
455 Sherman, #130  
Denver, CO 80203  
Toll Free Phone: 1-800-288-1376 (Voice or TDD)  
Fax: 1-303-722-0720  
<https://disabilitylawco.org/client-assistance-program>

**I acknowledge receipt of a copy of this form:**

Client's Signature \_\_\_\_\_ Date \_\_\_\_\_