

# Consumer Rights

YWCA West Central Michigan believes all program participants are accorded certain rights, which insure they are protected and treated with dignity and respect. YWCA West Central Michigan has established written policies and procedures concerning consumer rights. These provide for the advising of rights, including an explanation of the grievance process and the use of a service plan.

NOTIFICATION OF RIGHTS — you have the right:

To be informed of your rights as a consumer of services at YWCA West Central Michigan and to be informed of your rights in a manner you understand.

SERVICE RIGHTS—You have the right:

- To participate in a clean, safe environment.
- To consent to the services of the YWCA West Central Michigan.
- To know the range of services available to you, and what specific services are being offered and the purposes, possible risks, the reasonably expected benefits, and alternatives to YWCA's services that may be available.
- To ask about our experience and credentials.
- To competent and comprehensive services provided to you in an environment that is safe from abuse and exploitation.
- To be aware of the guidelines of the program you are participating in.
- To confidentiality. To have information about you and your record kept confidential in accordance with Michigan State Law and as stated in the YWCA Privacy Statement.
- To leave or stop services at any time or to refuse services offered to you.
- To know what, if any, cost is associated with the service which you are receiving.
- To be advised of the grievance process and to file a grievance without being questioned.
- To request a copy of your record.
- To know about and to refuse participation in any research project without compromising access to agency services.
- To not have your civil rights violated.