

It is the policy of ADVOCAP, Inc. to offer safe, fair and equal services to each person in our programs and to provide a safe work environment to each of our employees and consumers.

ADVOCAP seeks to provide a business environment that is free from violence, intimidation and harassment in the delivery of its services and programs.

The recognition of basic rights of individuals is a great importance to all services received at ADVOCAP, Inc. At the same time, ADVOCAP staff have the right to expect reasonable & responsible behavior on the part of our consumers and their family members or guests.

This **Consumer Rights and Responsibility** statement shall be provided to each client seen at ADVOCAP, Inc.



ADVOCAP services are provided to qualified persons on the basis of expressed and assessed needs and within the limits of the funding guidelines.

No qualified person shall be excluded from participation in ADVOCAP programs, or be denied the benefits of, or otherwise be subject to discrimination in any manner, on the basis of age, race, creed, color, sex, physical condition, handicap, or disability, developmental disability, association with citizenship status, veteran status or any other characteristic protect by law.

ADVOCAP, Inc. has a grievance procedure. If you have a concern or complaint, please contact the Deputy Director at ADVOCAP at 920-922-7760.

**ADVOCAP, Inc**  
Fond du Lac Office  
19 W 1st Street  
Fond du Lac, WI 54935

**Phone: 920-922-7760**

**Telecommunications Relay  
Service: Dial 711**



## Consumer Rights and Responsibilities



*Helping people help  
themselves.*

## CONSUMER RIGHTS

- To be treated with dignity and respect, without judgment.
- To quality Services consistent with available resources, free of discrimination.
- To privacy and confidentiality.
- To an environment free of verbal, physical, mental and/or sexual abuse.
- To a safe environment.
- To be present and fully participate in the creation of your specific plan or program

If you feel your rights have been violated as a consumer of ADVOCAP, please contact the Deputy Director at 920-922-7760 for more information about our grievance procedure.

## CONSUMER RESPONSIBILITIES

- To treat others with dignity and respect, without judgment.
- To maintain an environment free from verbal, physical, mental and/or sexual abuse.
- To maintain an environment free from alcohol and/or drugs.
- To Speak in a reasonable tone.
- To commit to following your service plan.
- To follow the appropriate program rules and regulations, in a truthful and respectful manner.



## CONSEQUENCES

Failure to follow the consumer responsibilities by behavior with actions that are offensive, inappropriate, or threatening is a serious issue not only for ADVOCAP, but also for each individual. A consumer may be held individually liable and subject to the same penalties that may be imposed by State or Federal law.

Intimidation, harassment or displays or threats of violence are unacceptable activities that could create a hostile, intimidating or offensive environment and are specifically prohibited by ADVOCAP.

Any consumer or guest who subjects an ADVOCAP employee to such harassment or other inappropriate behavior is subject to immediate corrective action, including being asked to leave the building, and up to and including dismissal from the program or programs serving the offender.