



## **CONSUMER RIGHTS AND RESPONSIBILITIES**

### ***CONSUMER RIGHTS***

As a consumer of CPWD, you have the right to:

- Not be discriminated against by CPWD staff or Board of Directors because of your type of disability, age, race, gender, national origin, citizenship, sexual orientation, political and/or religious beliefs.
- View information in your file with a written request.
- Have any person of your choice present at any meetings with CPWD staff.
- File a grievance.

### ***CONSUMER RESPONSIBILITIES***

As a consumer of CPWD, you have the responsibility to:

- Work in partnership with CPWD staff to set independent living goals, while always acting in a respectful and courteous manner.
- Have an active, participating role in your goal achievement.
- Inform CPWD staff if you are dissatisfied with your goals or the progress being made toward the achievement of your goals.
- Educate yourself on existing resources and share those resources with CPWD staff to achieve your goals.
- Provide CPWD staff with the necessary information or determining eligibility of services.
- Keep appointments that you make with CPWD, informing CPWD at least 12 hours in advance that you will not be able to make your appointment.

## **CONSUMER COPY**



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## **FILE COPY**