

Your Rights

Customer Rights and Responsibilities



*Exceptional Family Member Program
Marine Corps Recruit Depot San Diego/Western Recruiting Region
EFMP, Marine Corps Recruit Depot
4025 Tripoli Ave, Bldg. 14, San Diego, CA 92140*

Customer Rights and Responsibilities

Marine and Family Programs is committed to providing high quality programs, continuity of care and “World Class Customer Service” to all military members and their families. We strive to make every part of your experience as informative and as pleasant as possible. As a customer your rights and responsibilities include:

The Rights to:

- Receive quality care and assistance within the limits of services.
- Be treated with dignity and respect regardless of race, culture, sex, age, disability, creed, socio- economic status, marital status, and military status.
- Be informed of services offered by the program(s) you utilize and how information obtained will be safeguarded in respect of confidentiality as permitted by law.
- Be informed of service provider’s qualifications to include experience, education, certification(s) and state licensure when accessing clinical counseling services.
- Be informed of privacy limitation, mandated reporting, and duty to warn.
- Voluntarily participate in programs and refuse assistance unless required by Marine Corps Agency.
- Request access and /or copies of personal records.
- Communicate and practice religious and spiritual beliefs, as desired.
- Lodge an Interactive Customer Evaluation (ICE) comment regarding experience with Marine and Family Programs services.

ICE Link: http://ice.disa.mil/index.cfm?fa=site&site_id=494

The Responsibility to:

- Be honest and direct with service provider(s) to ensure that appropriate services and/or referrals are provided.
- Treat staff with dignity and respect and adhere to base standards of dress code when accessing services.
- Keep scheduled appointment(s) or provide proper notification of any cancellation.
- Actively participate with service planning and follow-through with goals (if applicable).
- Adhere to installation policies prohibiting smoking and/or alcohol use while accessing services and in the building where service occur.

STATEMENT OF UNDERSTANDING

I have been advised of my client rights statues, rules and policies and have a clear understanding of my participation and services provided by the Exceptional Family Member Program.

Client's Name Print

Date

Client's Signature

Case Worker's Signature

