Customer Rights and Responsibilities

All persons obtaining services from the Ohio National Guard Family Program office are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both customers and the Family Program Office Staff is vital to ensuring that services are delivered in an appropriate and efficient manner. Service members and their Families may contact 1-800-589-9914 Monday through Friday 8am to 5pm for assistance.

AS OUR CUSTOMER, YOU HAVE THE RIGHT TO:

- Reasonable and impartial access to services regardless of race, creed, gender, national origin, religion, physical disabilities, rank or sexual orientation
- Considerate and supportive services with regard for your comprehensive fitness (Mental, Spiritual, Social and Physical)
- Personal privacy and confidentiality
- Knowledgeable, competent and cooperative staff
- Prompt, accurate and reasonable response to your questions and requests
- Receive applicable and accurate information relevant to assessing your needs
- Provide feedback on services received
- Refuse any service or treatment; be advised of any consequences for refusing service
- Obtain a review of the services you have already received

AS OUR CUSTOMER, IT IS YOUR RESPONSIBILITY TO:

- Provide accurate, complete information and required documentation to support the services requested.
- Communicate updated changes in your status and personal information since your last visit.
- Provide staff member's feedback about your needs and expectations, desired services and satisfaction
- Ask questions to ensure you understand instructions and information.

STATEMENT OF UNDERSTANDING

You can expect the Family Program staff to respect your right to privacy. However, Family Programs does not provide complete privileged communication. Some Family Program staff are required by law, with or without your consent to contact proper authorities if: 1.) staff believes you intend to harm yourself or others and/or; 2.) if a family member is suspected of maltreatment, molestation, child neglect or drug use.

Any concerns you have about the quality of service you received should be directed to:

FOR Operation Solid Start: Angela Dyer
(614) 336-7031 or Email: angela.m.dyer2.civ@mail.mil

FOR Family Readiness/Family Assistance: Amy Seward
(614) 356-7918 or Email: amy.b.seward.civ@mail.mil

If the issue is not resolved to your satisfaction, please contact State Family Program Director, Julie Blike (614) 336-7352, email julie.a.blike.civ@mail.mil

A copy of this document is available upon request.