



Aging and Disability Resource Center of Eagle Country
Serving: Crawford, Juneau, Richland and Sauk Counties

NOTICE OF CUSTOMER RIGHTS

YOU have the right to be told about the services available at the ADRC.

YOU have the right to get information, referrals and assistance from the ADRC, in order to learn about area resources and enroll in the services and programs for which you qualify.

YOU have the right to have friends, family members or any others you choose to help in your contacts with the ADRC.

YOU have the right to dignity and respect, fair and equitable treatment and freedom from discrimination.

YOU have the right to confidentiality and privacy of information and to have access to such information. Your records will not be released to individuals or agencies without your permission.

YOU have the right to special equipment or services to help you have an equal opportunity to benefit from the services of the ADRC. For example; an interpreter or taped material.

YOU have the right to a fair and equitable way to file and resolve complaints and the right to have someone help you with the process. If you are dissatisfied ask any ADRC staff to explain how to exercise your right to file a complaint.

ADRC of Eagle Country – Regional Office / Ph: 608-647-8821 / Fax: 608-647-6611

Prairie du Chien
225 N 117
Prairie du Chien, WI 53821
608-326-0235

Mauston
220 E La Crosse St.
Mauston, WI 53948
608-847-9371

Richland Center
221 W Seminary St
Richland Center, WI 53581
608-647-4616

Baraboo
505 Broadway
Baraboo, WI 53913
608-355-3289