



Service-Users' Rights

Umbrella does not discriminate on the basis of gender, age, health status (including HIV-positive), physical, mental or emotional ability, sexual orientation/identity, gender identity/expression, socio-economic status, race, national origin, parental responsibility, language, immigration status, or religious or political affiliation in employment or provision of services.

As a service-user or program participant at Umbrella:

1. You have a right to make your own decisions, within the rules and policies of the organization.
2. You have a right to respectful treatment.
3. You have a right to know what records are kept regarding your services at Umbrella.
4. You have the right to have your information/records kept confidential according to Vermont law, including 12 V.S.A. § 1614Victim and crisis worker privilege.
5. To receive a thorough explanation of the implications of information sharing prior to consenting to a waiver of your confidentiality rights.
6. You have the right to offer suggestions and input concerning Umbrella.
7. You have a right to have complaints concerning Umbrella services heard. To do this, you may make a complaint to the Associate and/or the Executive Director. If no resolution is reached, you may make a formal complaint to the Umbrella Board of Directors.

To File a Complaint:

Please make every effort to discuss the concern directly with the staff member involved. If this is unsuccessful or not possible, please direct your complaint to the Program Coordinator of the relevant program. If your concern remains unresolved, please send a written complaint to the Executive Director (director@umbrellanek.org or c/o Umbrella, 1222 Main Street #301, St. Johnsbury, VT 05819). The Executive Director will have up to 10 days to investigate and respond to the complaint. If the concern remains unresolved, you may direct your complaint to the Board of Directors (same address), who will hear or otherwise review the complaint and make a final determination on the outcome.

If your complaint pertains to discrimination, please submit it directly to Umbrella's EEO Officer (the Executive Director). If your complaint is not resolved to your satisfaction, you also have the right to file a complaint with the Vermont Attorney General's Office:

Attorney General's Office, Civil Rights Division

109 State Street, Montpelier, VT 05609-1001

Intake Phone: (802) 828-3657 | **Toll-Free:** (888) 745-9195 | **TTY:** (802) 828-3665 | **Fax:** (802) 828-3187

E-Mail: civilrights@atg.state.vt.us