205 CUSTOMER RESPONSIBILITIES

Every Customer has a responsibility to:

a) Provide accurate and complete information about their present conditions, previous services and other information relating to his/her situation.
b) Be considerate of the rights of others, including his/her personal behavior.
c) Respect the property of others and of the program's property.
d) Refrain from verbal/physical abusive conduct toward NNPSR staff.
e) Comply with all scheduled appointments, including arriving on time, or contacting the NNPSR staff to reschedule appointments.
f) Develop a Personal Responsibility Plan (PRP) within forty-five (45) working days after the date of approval.
g) Comply with Work Participation Requirements.
h) Report, in a timely manner, any changes in their circumstances which may affect their benefits and their PRP.
i) Complete and submit a Monthly Update Report (MUR) as required.
j) Reapply if the need for assistance extends beyond the current approval period.
k) Report all changes that may affect their eligibility within five (5) working days of the change.

206 EMPLOYEE RESPONSIBILITIES

Program employees have a responsibility to:

a) Provide assistance to Customers in completing the Application for Assistance and other necessary forms.
b) Assist the Customer to understand and identify their own needs, interests, strengths and weaknesses as they begin to pursue self-sufficiency.
c) Assist the Customer to explore all opportunities available to him or her.
d) Ensure that Customers understand program requirements and consequences for non-compliance.
e) Ensure that all Customers understand that, if they do not agree with a decision made regarding their application or assistance, they have the Right to Appeal the decision within ten (10) working days of the postmark date on the notification letter.
f) Determine eligibility for NNPSR assistance and services.
g) Make payment adjustments in a timely manner when the Customer reports a change in their circumstances.
h) Explain and adhere to Confidentiality requirements.
i) If necessary, verify information provided by the Customer.