**Section 676.20 General Program Accessibility**

a) All communications given or sent to a customer shall be in a language, medium, and at a level which the customer can understand.

b) At any time a non-English print version of any form or document, including the Service Plan, is used to meet the customer's needs and is placed in the case file, an English print copy must also be completed by the counselor or Case Manager and placed with the non-English print version in the case file.

c) All locations in which customer meetings are held must be accessible for the customer and afford the maximum confidentiality for the customer.

(Source: Amended at 23 Ill. Reg. 6445, effective May 17, 1999)