



STATEMENT OF CLIENT RIGHTS AND RESPONSIBILITIES

BE RESPECTED

Be treated with respect, courtesy, and dignity
by all staff and volunteers at all times.

Feel welcome.

Receive services in a safe and
secure environment.

BE HEARD

Be listened to and
ask questions.

Be an active participant
in making decisions
about the services
you receive.

Provide feedback,
positive or negative
about your experience
receiving services.

**As a
client,
you have
the right
to:**

EXPECT QUALITY

Receive high quality
services conducted
in a professional
manner.

Have a positive
experience that
maintains your
confidentiality and
privacy.

BE INFORMED

Receive clear information to help you make
decisions in the planning and delivery of
your services.

Receive information about services at the Centre and
in the community.

BE RESPECTFUL

Be respectful of other clients, volunteers, staff members and Centre property.
Contact the Centre when you are unable to keep an appointment.

**As a client, you have the
responsibility to:**

PARTICIPATE IN YOUR CARE AND SERVICES

Provide accurate and complete information to the Centre so that staff can
provide you with the best possible care and services.

Follow the care plan developed in consultation with you, to the best of your ability.