



STATEMENT OF RIGHTS

Any person receiving services and support from Hands TheFamilyHelpNetwork.ca and the DSO has the right:

- 1. To be treated in a respectful manner that recognizes the dignity of all persons**
- 2. To have equal opportunity to access the services and supports**
- 3. To receive services in a safe and secure environment that promotes health and well-being**
- 4. To expect that privacy is respected and personal information remains confidential**
- 5. To give or refuse consent to the provision of service**
- 6. To be treated as a unique individual with a right to choice and self-determination**
- 7. To expect that services and supports will be tailored to their individual needs, strengths, life goals, and diverse circumstances**
- 8. To provide feedback, express opinions, and ask for changes to services without fear of interference, reprisal, coercion or discrimination**
- 9. To receive services and supports that promote inclusion in community including physical, social, emotional, and spiritual development**