



## STATEMENT OF RIGHTS

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**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